

MOBILIZING INTELLECTUAL PROPERTY EXPERTISE [MIPE]
FINAL REPORT
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INTRODUCTION:

As stated in the original application to the Law Foundation of Ontario for funding, the goal of this multi-year project has been to explore ways to “[m]obili[ze] Ontario’s developing intellectual property expertise, particularly that within its faculties of law, to meet the needs of the underserved in the province.”

The resulting “Mobilization of Intellectual Property Expertise” (MIPE) project has been a pioneering project designed to serve Ontario by connecting its citizens with the growing practitioner and legal expertise, including that located in its faculties of law in this province, in the area of intellectual property (IP) law.¹ Protection of IP has been identified as a key economic driver in the emerging economy and is particularly important in maintaining the economic environment Ontario has traditionally enjoyed.²

A previous study funded by the Law Foundation of Ontario and conducted by Professor Myra Tawfik, University of Windsor Faculty of Law, demonstrated that the need for legal information about IP and information law topics was the most pressing need identified by businesses in Windsor. Anecdotal evidence from other Ontario communities suggested that Windsor was not isolated in this respect. Moreover, given that IP questions have assumed such an importance in Ontario, it appeared problematic that no assistance through Legal Aid Ontario is available for such issues.³

The first of the goals of the MIPE project was to confirm that Professor Tawfik’s findings about Windsor’s demand for IP expertise were not unique to that city.

In order to generalize the Windsor findings to the rest of the province, in its first phase of research, the MIPE team conducted surveys in a number of other Ontario cities (of varying size, with a varying presence of IP practitioners, nearer and more distant from the border with the United States, and with or without the presence of a law school). In addition, the research team searched the records of Western University Faculty of Law’s Community Legal Services (CLS), our university-based Student Legal Aid Services clinic, for any record of inquiries involving IP made prior to 2010. Finally, in this phase, the history of Western’s Pro

¹ Intellectual property traditionally includes the areas of copyright, trademark and patent but has more recently also been seen as including, as well, such areas of law as confidential information (both business confidences and personal data protection requirements) and its flipside, access to information, biotechnology law and many aspects of health law.

² The Digital Economy in Canada, Canada’s Digital Economy Strategy: Intellectual Property is a Cornerstone for Success, online: The Digital Economy in Canada <<http://digitaleconomy.gc.ca/eic/site/028.nsf/eng/00278.html>>

³ See Legal Aid Ontario’s website at <http://www.legalaid.on.ca/en/getting/typesofhelp.asp>

Bono Students Canada (PBSC) chapter was also explored, looking for its experience of projects involving IP issues prior to 2010.

As further described below, all facets of this first part of the research investigation bore similar fruit: ***the demand for publicly available IP expertise is high across Ontario, and, in 2010, this demand was not being met.***

The second goal of the MIPE project was to assess what models of delivery of legal expertise existed in Canadian law schools at the start of the MIPE project and in particular, which of these models had been extended by any Canadian law schools to deliver IP advice.

This second phase of the research was conducted in two parts. First, searches of all the websites of all the Canadian law schools were made and, through these, all activities were identified through which students were involved in providing legal information services to the public or to segments of the public. In a number of cases, where the information on the website was less than clear or appeared to be dated, phone calls to the administration of the law schools involved were made to clarify the information available on the website. Next in this second phase, personal interviews and conversations were conducted with the administrators of instances of models identified where IP was already a focus of the current activities of an organization. Interviews were conducted with: Margaret Capes, also a member of the research team, who is the head of Pro Bono services at Western; David Fewer, the Director of the University of Ottawa Faculty of Law's Canadian Internet Policy and Public Interest Clinic (CIPPIC; now renamed the Samuelson-Glushko Canadian Internet Policy and Public Interest Clinic); with Professor Myra Tawfik at the Faculty of Law, University of Windsor, who headed the IPLIN initiative, and then, later, in summer 2011, with Dr. Francine Schlosser and (again) Professor Myra Tawfik, co-directors of the University of Windsor's recently founded inter-faculty Centre for Enterprise and Law (CEL).

This second phase of the MIPE research project identified six models of delivery of legal expertise through law schools which existed in Canadian law schools at the start of the MIPE project. A seventh model was developed at the University of Windsor during the timeframe of this research (CEL). Therefore a total of seven models are described below. In addition, in its third phase, discussed below, the MIPE project itself created a pilot project which became the eighth model studied.

The second aspect of the second phase of the MIPE project was based on the findings of the first part of the MIPE project (the interviews with members of the public), on the interviews with David Fewer and Professor Myra Tawfik mentioned above and conducted as part of the second phase, and on discussions within the research team about the professional responsibilities and liabilities of members of the Law Society of Upper Canada. From these various inputs, the researchers identified a number of factors as necessary elements for delivery of legal services

involving IP through law schools in the public interest in Canadian society. These are further described below. All eight models identified throughout the research were examined in light of these factors developed.

From the various facets of this second phase of the MIPE research, while the researchers were impressed with the models such as that exemplified by the University of Ottawa's Samuelson-Glushko CIPPIC, and the University of Windsor's multidisciplinary CEL (which was initiated late in the time period of the study), ***this research concludes by particularly endorsing a model of mobilizing academic expertise in intellectual property to benefit the underserved which grows out of the original Student Legal Aid clinics established in Ontario law schools*** (the "eighth" model exemplified by the MIPE-sponsored pilot within CLS at our own Western University).

MIPE's third research goal was designed to extend the findings of the first and second aspects of the research by piloting grafting an IP component onto an existing Student Legal Aid Services clinic, specifically the CLS clinic at Western. This pilot was conducted between May 2010 and September 2012 and involved volunteer student caseworkers during the school years and paid student caseworkers during the summers. This MIPE-inspired pilot at CLS successfully handled 14 IP files received from the London community and beyond in the years 2010-2012.

The pilot initiative to include IP as an aspect of delivery of services in the CLS has been so successful that the Ontario Library Association (OLA) has funded a continuation of the project since the conclusion of the MIPE pilot funded by the Law Foundation's grant. OLA advertises its partnership with CLS on the OLA website and encourages OLA members to contact CLS with any IP issues.⁴

Since OLA has taken over the funding of the IP facet of CLS from the MIPE research project funded by the Law Foundation, in the summer of 2012, CLS has hired a full-time IP student summer caseworker to complete the files inherited from MIPE pilot and open new files to carry on the work initiated by MIPE into the next academic year (2012-13) and beyond. To date, 10 new files have been opened by the IP caseworker since the beginning of May 2012 and new client referrals continue to steadily stream in.

The third phase of the MIPE research, ***the pilot involving including IP matters as an expansion of a traditional student Legal Aid services clinic, has been proven a successful model for delivery of IP expertise to the under-served in Ontario.***

⁴ See OLA's website at http://www.accessola.org/ola_prod/OLAWEB/Issues_Advocacy/Copyright_Act.aspx

THE PHASES OF THE MIPE STUDY

The First Phase: Establishing The Intellectual Property Related Information Needs of Ontarians

This empirical branch of the MIPE project began with the development of a methodology and instruments for soliciting the opinions and experiences of members of the public about their intellectual property related needs.

Because the research methodology included conducting interviews, it was necessary to gain approval from Western University's Non-Medical Research Ethics Board before this aspect of the research could be conducted. This involved a formal application process, including provision of academically rigorous background to the study, full details of the method chosen and justification for it, and the intended final versions of all survey instruments, advertising materials, letters of permission and so on. Approval for the study was duly obtained.

The design of this aspect of the study benefited from the experiences of the Windsor study completed by Myra Tawfik. Although the intention in the Windsor study was similar to the intention for this later MIPE study (to explore the intellectual property information needs of the public), the Windsor study, in the end, only found subjects within the Windsor University community itself. To try to solicit a broader participation from the public, the MIPE study developed a two-step approach to solicitation of subjects. First, community organizations in the targeted communities were identified and contacted (see, in **Appendix A, "Email use in Initial Contact with Targeted Organization"** and **"Information Circular for Enlisting Volunteers – Email Specific Version"**). These organizations were in turn asked to announce the MIPE study to their memberships and, in these announcements, members were asked to self-identify back to the MIPE research team. It was only at this point that the MIPE research team would then move to the second step of directly inviting participation of the responding persons through letters of information and consent.

The interview protocol for the MIPE study was drafted keeping in mind the need to allow the interviewer and interviewee to engage in a dialogue with room to expand on certain aspects, all within the outer boundaries provided by the overall flow of the questions. This design was adopted because, other than the Windsor study which, as mentioned, ended up studying only participants connected to academe, this research was pioneering and therefore exploratory.

The researchers benefited from full access to the instrument used in the earlier Windsor research. The MIPE instrument replicated the intent of every aspect of the instrument which had been used in the Windsor study – and thus ensured that its results would be fully comparable with that earlier study. The MIPE interview protocol was modified from the Windsor prototype, however, to take

advantage of findings from the Windsor study and to permit administration to two different anticipated types of respondents from the public: those responding as individuals (see **Appendix B(i)**) and those responding representing organizations or business. (see **Appendix B(ii)**).

The interview protocol was intended to first explore the knowledge of persons concerning a wide array of intellectual property, information and technology law concerns, then to have participants identify past concerns or problems and, next, to have respondents expand on the nature of any problem or concern identified and describe how it was resolved. Following that stage of the dialogue, the interviewee was presented with a short list of possible sources for accessing legal information and advice. He or she was then asked to discuss the likelihood of her or him tapping such a source, and the perceived likelihood of that source providing a satisfactory answer to a legal inquiry.

In order to be able to generalize the findings of the MIPE study to all of Ontario, beyond the original Windsor findings, participants were sought from four other communities: London, Sault Ste Marie, Ottawa and St. Catharines.

Each of the four new locations was to be representative of a given type mirrored throughout other urban centres in Ontario and collectively, taken together with Windsor, these cities were to represent the characteristics of all the types of cities found in Ontario

In selecting the four added locations, it had to be borne in mind that the overwhelming concentration of intellectual property expertise at the Bar in Ontario is found in Toronto and Ottawa, and, more recently and to a lesser degree, in Waterloo.

Taken together, the five cities selected for study had the following characteristics:

- **Windsor:** mid-sized city, distant from a major Canadian urban centre, with university and law school present, very near the Canada/US border; distant from the centres of Ontario's IP expertise at the Bar;
- **London:** mid-sized city, within driving distance, but still several hours from major urban centre, with university and law school present within the city, more distant from the border with the US; distant from the centres of Ontario's IP expertise at the Bar;
- **Sault Ste Marie:** smaller city, several hours from major urban centre, no law school present (and only recently a university-level post-secondary institution), very near the Canada/US border; distant from the centres of Ontario's IP expertise at the Bar;

- **Ottawa:** large-sized city with large IP bar presence, with university and law school present in the city, distant from the US border; in a centre of Ontario's IP expertise at the Bar;
- **St. Catharines:** mid-sized city, close to major IP Bar presence (Toronto), university present - but without a law school; relatively close to the border with US.

As set out above, participants were only indirectly solicited. Organizations such as city business organizations, innovation/incubation groups, and artist communities were asked to send out a notice of the study to their members, in the hopes that interested members would contact the MIPE team directly via phone or email after being made aware of the study. Despite the efforts of the researchers, and using the same approaches as taken in Sault Ste Marie, London, and Ottawa, this indirect approach to identifying potential participants from St. Catharines failed because no organization identified in St. Catharines and approached was willing to notify its members of the study (see the list of organizations contacted in St. Catharines in **Appendix C**; see **Appendix D** for the list of organizations contacted in Ottawa; see **Appendix E** for the list of organizations contacted in Sault Ste Marie.). This problem in unearthing subjects for the study in St. Catharines was just as the original research team at the University of Windsor encountered in the earlier study (see **Appendix F** for the list of organizations contacted by the University of Windsor research team in 2004). and is the reason why, in the end, the respondents to that study came from the university community itself.

Not unexpectedly, in London, Sault Ste Marie and Ottawa, the number of participants willing to take part in the extensive interview involved in the study (often a minimum of 40 minutes in length) was relatively small. In total, nine organizations participated in London, four in Sault Ste Marie, and six in Ottawa.⁵ The interviews were a rich source of data, however, for this MIPE study, because those who participated were appreciative of the opportunity and articulate and thus very helpful in determining public knowledge of intellectual property, information and technology law concerns. In exploratory, in depth, qualitative research such as this, data from 19 interviews is a robust source of data. All interviews were conducted in the summer of 2009.

To augment the information provided by the nine interviews conducted from the London community, as mentioned above, the MIPE team also examined the records of Western Law's CLS clinic and Western Law's Pro Bono Students Canada (PBSC) chapter for potential IP issues which may have surfaced in the past (before 2010) through either of these two organizations.

⁵ Windsor's IPLIN study managed to find 62 willing participants, overwhelmingly from the university community, from the 192 organizations it contacted in 2004.

The Second Phase: Models of Student Clinics Across Canada

The following models were identified from a review of all of the Canadian law school websites.

Model 1: Student Legal Aid Services –

- This is the “classic” model in Ontario, where the clinic is fully integrated into the law school (i.e. in-house review counsel, access to faculty, school resources). Such clinics serve underprivileged members of the community in need of legal services involving issues such as landlord and tenant, consumer protection and small claims court appearances.
- Every law school in Ontario has such a clinic.⁶ Western Law’s Community Legal Services, and Osgoode’s Community & Legal Assistance Service Program, and University of Toronto’s Downtown Legal Services (which celebrated its 40th anniversary this year) are three examples. Such clinics also exist in other provinces – but do not operate at all the law schools outside Ontario. UBC’s Law Students’ Legal Advice Program, established in 1978, is a Western Canadian example.
- Such university based clinics have existed in Canada for 40 years,⁷ but none of them, when this MIPE research started, offered IP services and, at the time of writing this Report, only Western does now (as a direct result of this MIPE research project).

Model 2: Pro Bono Students Canada.

- All Canadian law schools have a chapter.⁸ Pro Bono Students Canada (PBSC) is national program that was initially launched at the University of Toronto in 1996. Western’s Faculty of Law quickly joined the PBSC ranks during the 1998/1999 academic year. The function of the program is to match law student volunteers with community agencies (e.g. non-profit and public interest organizations, tribunals, and legal clinics) with a need for legal services but with insufficient resources to compensate legal counsel.
- Through the creation of PBSC, law students aimed to combine legal education with volunteer work, “with the goal of ensuring that each new generation of lawyers would enter the profession already committed to *pro bono* philosophy and practice.”⁹ The oversight contemplated originally in PBSC is not the model of lawyer supervision implicit in Model 1. As the PBSC website puts it, “PBSC receives invaluable support

⁶ See Ontario Legal Aid’s website at <http://www.legalaid.on.ca/en/contact/contact.asp?type=slass>

⁷ See U of T’s Downtown Legal Services website at <http://www.law.utoronto.ca/news/downtown-legal-services-turns-40>

⁸ See PBSC’s website at <http://www.probonostudents.ca/>

⁹ See PBSC’s history at <http://www.probonostudents.ca/about-pbsc/history>

from every law school in the country. Local chapters are supported and monitored on the ground by an On-site Supervisor, who is either a faculty member or staff person at their host law school.”¹⁰ The traditional clinics in Model 1 are self-consciously overseen by members of the Bar.

- The PBSC model has no subject area restrictions like the restrictions that are an inherent feature of Model 1 (to the extent that a Model 1 clinic’s areas of involvement are dependent on Legal Aid funding).
- One of the ways PBSC avoids the strict oversight of the Law Society of Upper Canada that is required of those working within Model 1, is the stated intention by PBSC not to give legal advice. Western’s PBSC states that PBSC students only address “legal research suitable for a law student rather than a lawyer. Students are able to provide legal information, but not legal advice.”¹¹ However, over the years, it has proven difficult to draw a bright line between a legal question that an organization asks, and giving a legal opinion. Issues about liability for the students, for the pro-bono lawyers assisting the students, and school have arisen.¹²
- Insurance has been a concern with PBSC projects in the past. Currently, all PBSC chapters have moved towards a model of supervision by lawyers, whereas, in the past, academic supervision by a faculty member either not called to the Bar of the Province (or called to the Bar but not practicing) was not unusual. Since supervision by lawyers is now a characteristic of the PBSC movement, there remains little institutional imperative for maintaining IP matters, in particular (and perhaps, all matters)¹³ in a portfolio other than the Model 1 clinic which was always designed for supervision of students by practicing lawyers within the oversight of the LSUC.

Model 3: Area-specific Clinic

- This model is a clinic which, like those comprising Model 1 clinics, is fully integrated into the law school (i.e. in-house review counsel, access to faculty, school resources) but, unlike the Model 1 clinic, the Model 3 clinic is made up of students educated and interested in a specific area of law.
- Examples are: Western’s Business Law Clinic (WBLC - established in September, 2004, the first in Ontario) and Queen’s Law Business Law Clinic (established in September 2009)
- In these business law clinics, law students, under the direct supervision of lawyers called to the Bar of the Province, provide legal information and services to small businesses and business start-ups who cannot afford

¹⁰ See PBSC’s website at <http://www.probonostudents.ca/about-pbsc/structure>

¹¹ See Western’s PBSC site at <http://www.law.uwo.ca/ProBono/InfoForOrganizations.html>

¹² For example, the MIPE pilot’s first file was originally a PBSC project here at Western. What was thought to be a legal information question asked by the organization involved was, in fact, actually a request for legal advice, and therefore beyond the PBSC scheme.

¹³ Although a discussion of redundancy in all matters would be beyond the scope of the present study.

legal counsel (legal services concerning issues such as employment agreements, contracts, corporate maintenance and franchise agreements are all provided).

- At Western, for example, the WBLC hires five post-first year students during the summer months: two Student Directors and three summer caseworkers (paid). During the school year, all WBLC students, including the Student Directors, are volunteers.
- Neither WBLC or Queen's Business Law Clinic advertised IP law related services pre-2010.¹⁴ Anecdotal evidence provided by Professor Richard McLaren, director of WBLC and a member of the MIPE research team, in 2010, indicated that a number of the earlier WBLC files had peripherally involved IP issues, but none of the files had had a main focus on IP issues.

Model 4: Specially funded, special purpose stand-alone clinic focused on IP policy and advocacy work.

- This model is represented in Canada solely by the Samuelson-Glushko Canadian Internet Policy and Public Interest Clinic, formerly known as Canadian Internet Policy and Public Interest Clinic (CIPPIC) at the University of Ottawa (established in 2003).
- While CIPPIC is the only Canadian example of this model to date, it has become part of a set of North American clinics funded through American philanthropy.¹⁵ Philanthropy is far more prominent and important in the American context than in the Canadian as much that is created in the US through philanthropy is achieved through government action in Canada.¹⁶
- The other two clinics in the set of three are in the United States: the Samuelson-Glushko Intellectual Property and Information Law Clinic at Fordham University and the Samuelson Law, Technology & Public Policy Clinic at Berkeley Law.¹⁷

¹⁴ The WBLC, partly as a result of involvement with this MIPE research, is now advertising assistance with trademark issues. See

<http://www.law.uwo.ca/community/WBLC/index.html>

¹⁵ In 2007, technology innovator and entrepreneur Dr. Robert Glushko and his wife, Professor Pam Samuelson, a law and technology professor, "made a large donation to CIPPIC, allowing the clinic to continue its student-centred, research and advocacy on technology-related policy and law reform." See CIPPIC's website:

<http://www.cippic.ca/en/about-us>

¹⁶ See Margaret Ann Wilkinson, "Access to Digital Information: Gift or Right?" in Mark Perry and Brian Fitzgerald, ed., *Knowledge Policy for the Twenty-First Century: A Legal Perspective* (Toronto: Irwin Law, 2011) 319 [Wilkinson, "Access to Digital Information: Gift or Right"].

¹⁷ See Margaret Ann Wilkinson, "Access to Digital Information: Gift or Right?" in Mark Perry and Brian Fitzgerald, ed., *Knowledge Policy for the Twenty-First Century: A Legal Perspective* (Toronto: Irwin Law, 2011) 319 [Wilkinson, "Access to Digital Information: Gift or Right"].

- Students assist clinic lawyers by research issues, drafting reports, assisting in making submissions to government, providing legal advice to individuals and organizations, and developing online resources for the public on legal issues arising from new technologies.
- Since its founding, CIPPIC has frequently achieved intervener status in Canadian litigation which it identifies as having the potential to have important IP policy ramifications.¹⁸

Model 5: Public Legal Education in IP as a stand-alone initiative

- The University of Windsor's Intellectual Property Legal Information Network (IPLIN) established in 2004 was the flag-bearer for this approach.
- IPLIN was a pioneering project founded and supervised by Professor Myra Tawfik. IPLIN was first established through the generous support of the Law Foundation of Ontario and the University of Windsor's Faculty of Law and was staffed by senior law students. IPLIN was "dedicated to providing public legal education and other information resources to individuals and groups within the Windsor-Essex County community who had questions regarding Intellectual Property or Innovation Law."¹⁹ Only legal information, and not legal advice, was given.
- During the time period of the MIPE research study, the IPLIN initiative was abandoned and a new initiative involving Professor Myra Tawfik and the Faculty of Law at the University of Windsor was initiated – see Model 7, below).
- The initiatives made by Osgoode Hall Law School, in its IPOsgoode website (<http://www.iposgoode.ca/>) are reminiscent, in some ways, of the IPLIN initiative, although not as self-consciously dedicated to PLE, rather billing itself as "a new, independent and authoritative voice which explores legal governance issues at the intersection of intellectual property (IP) and technology".²⁰

Model 6: Public Legal Education through existing clinics

- Western Law's Community Legal Services Public Legal Education Project (PLE) established in 2004 is the Ontario example of this approach.
- The program, a newer facet of a clinic established primarily as the clinic of the Model 1 type, is aimed at social agencies and non-profit

¹⁸ Most recently, for example, CIPPIC had intervener status for all five of the Supreme Court copyright cases for which judgments were rendered on July 12, 2012: in *Entertainment Software Association v SOCAN* 2012 SCC 34, *Rogers Communications Inc. v SOCAN*, 2012 SCC 35, *SOCAN v Bell Canada*, 2012 SCC 36, *Alberta v. Canadian Copyright Licensing Agency* 2012 SCC 37, and *Re:Sound v. Motion Picture Theatre Associations of Canada*, 2012 SCC 38.

¹⁹ See Windsor University based Centre for Enterprise and Law's website at <http://www.uwindsor.ca/cel/about-us-0>

²⁰ <http://www.iposgoode.ca/ip-osgoode-program-for-intellectual-property-law-technology/>

organizations, their staff, and their clients. Law students from the clinic participate in seminars and give legal information presentations on areas such as consumer protection, landlord and tenant issues and the basics of criminal law proceedings. During the lifetime of this MIPE project, no such clinic expanded its PLE to encompass IP outreach.²¹

During the life of this MIPE study, a seventh model was developed at the University of Windsor.

Model 7: Hybrid Clinic Involving Multiple Faculties

- The Centre for Enterprise and Law (CEL) at Windsor University founded in 2010.
- CEL grew out of two independent clinical and experiential learning outreach initiatives: the Centre for Business Advancement and Research (CBAR) from the Odette School of Business at the University of Windsor and the Intellectual Property Legal Information Network (IPLIN), described above as Model 5, from Windsor's Faculty of Law.
- CEL accepts high performing MBA, BComm and Law students every term to work at CEL for academic credit.²² These students, under supervision which includes the involvement of a practicing lawyer,²³ produce business deliverables (e.g. business plans) and legal support (e.g. copyright analysis) for local entrepreneurs.
- CEL caters to clients that suit the clinic's multi-faculty angle. That is, CEL will accept a business start-up which has business and law related issues, but will not accept a client solely with IP problems.

The Third Phase: The MIPE Pilot Delivering IP Services Through the Student Legal Aid Services Clinic

The third part of the MIPE research project was to pilot the integration of IP services into a traditional "Model 1" clinic – something which had never been previously attempted in a Canadian "Model 1" clinic.

²¹ However, as noted below, the MIPE pilot project at Western Law's CLS (Model 8) did involve the students in making preparations to add IP topic areas to the existing suite of PLE presentations and materials CLS has – and plans are afoot to roll out PLE on IP through CLS now that the IP initiative is funded and continuing at CLS past the end of this Law Foundation funded MIPE pilot project.

²² See CEL's website at <http://www.uwindsor.ca/cel/our-team>

²³ Wissam Aoun is a practicing Barrister and Solicitor in Ontario and is listed as "Staff" on the webpage of CEL and also as one of its five instructors (two of the five are the Directors, Professor Myra Tawfik and Dr. Francine Schlosser, Associate Professor, Odette School of Business). Mr. Aoun is described on the staff page as "currently a sessional instructor at the University of Windsor, Faculty of Law [who] has taught the IPLIN students at the CEL since the Winter 2010 semester." <http://www.uwindsor.ca/cel/wissam-aoun>

Western Law, site of this pilot study undertaken as the third phase of this MIPE study, before the MIPE research project was initiated, was using four of the six models identified at that time in our survey across all Canadian law schools: Model 1 - Student Legal Aid Services (CLS), Model 2 - Pro Bono Students Canada Projects (PBSC), Model 3 - Area Specific Clinic (WBLC), and Model 6 - Public Education through existing clinics (through PLE at CLS).

Western Law is also the home of the only JD program in Canada which allows students to complete a Concentration in Intellectual Property, Information and Technology during their second and third years and have that Area of Concentration noted on their transcripts upon graduation.²⁴ As part of this Area of Concentration, each student is required to take courses in Intellectual Property, International Protection of Intellectual Property, administrative law and conflicts. In addition, each student must write an essay on a topic within the Area. Finally, each student must take two further electives from a menu of designated courses within the Area. The program has existed for over a decade. The program is supported by the strength of the full-time faculty at Western Law, not only in the intellectual property area²⁵ but also, particularly, in international public law²⁶ and international trade law,²⁷ international commercial litigation,²⁸ and health law.²⁹ The strength of Western Law's expertise in intellectual property related areas is further demonstrated by the fact that the former Ontario Council on Graduate Studies has permitted Western Law to advertise "Intellectual Property, Information and Technology" as one of three areas of strength for its LLM program³⁰ and its recently approved PhD program was also approved with "Intellectual Property, Information and Technology" to be advertised as a strength.³¹

However, despite its strength in clinical education and its strength in intellectual property education, in none of its instantiations of the four models of clinic identified in this MIPE research was Western providing a vehicle through which the expertise resident in the Faculty of Law in intellectual property areas was being directly mobilized to serve the public. The WBLC handles very few projects a

²⁴ See <http://www.law.uwo.ca/Programs/IPIT/index.html>

²⁵ Professor Margaret Ann Wilkinson (Director of the Area of Concentration in Intellectual Property, Information and Technology Law), Professor Mark Perry, and Associate Professor Sam Trosow.

²⁶ Associate Professor Valerie Oosterveld, Assistant Professor Sara Seck.

²⁷ Professor Chi Carmody.

²⁸ Professor Stephen Pitel.

²⁹ Professor Robert Solomon, Associate Professor Erika Chamberlain, Professor Margaret Ann Wilkinson.

³⁰ The other two are "International, Foreign and Comparative Law" and "Business Law and Taxation" (see <http://www.law.uwo.ca/GraduatePrograms/LLM.html>).

³¹ Along with Business, International, Philosophy, First Nations, and, finally, Transitional Justice and Postconflict Reconstruction.

year (because the projects are pre-approved through the Director and only then assigned to the clinic students) and, as noted above, although some of the files that WBLC had handled prior to 2010 did contain peripheral IP issues, IP was never the main focus of any file. Similarly, as will be discussed further below, CLS had had some very limited involvement with IP, but because of the nature of its mandate, this involvement was only ever in the giving of summary advice. No files were ever opened at CLS on IP-related problems. None of the PLE done by CLS at that time covered IP topics. The only facet of Western Law's clinical programs through which much IP-related work had passed prior to 2012 was Western's PBSC program.³²

The Structure of Western Law's Community Legal Services (CLS)

CLS is a non-profit law clinic which operates out of Western University. CLS provides free legal assistance and information to people who cannot afford a lawyer thanks to funding by the Ontario Legal Aid Plan and Western University. Staffed by law student caseworkers, who work under the supervision of review lawyers and a director, CLS accepts clients with issues in various areas of law such as small claims court matters, landlord and tenant, criminal law, administrative law, estate law, mediation, immigration for UWO Grad students and serious provincial offences.

CLS, prior to the MIPE project, did not directly deal with an IP issues. CLS Director Doug Ferguson³³ and Review Counsel Margaret Capes³⁴ were eager to become research partners with the MIPE team, partly because they were concerned by the lack of IP expertise at the clinic and also because they were aware that Western Law had many Intellectual Property, Information and Technology law (IPIT) Area of Concentration students willing to assist the clinic in IP knowledge dissemination.

The Processes Adopted by CLS

CLS channels client interviews through one of two processes:

- 1) Summary Advice Process – if the client is only seeking information on a matter, the student caseworker will fill out a form stating the client's facts and they will give the client direction about the situation and possibly a referral to another agency able to deal with the legal issue.

³² Described in more detail below.

³³ See Doug Ferguson's biography on the Western Law website at <https://www.law.uwo.ca/lawsys/pages/contents.asp?contentName=Instructors&contentFile=Name=dferguson>

³⁴ See Margaret Cape's biography on the Western law website at <https://www.law.uwo.ca/lawsys/pages/contents.asp?contentName=Instructors&contentFile=Name=mcapes>

- 2) Application Process – if the client’s matter needs more attention (i.e. court, trial, demand letter, etc), the client’s file may be accepted by CLS if the financial need of the client (set by Legal Aid) is met, the type of matter is one which CLS handles, and a student caseworker is available.

It was into this environment that the MIPE pilot was launched in the summer of 2010. As described further below, the pilot project involved adaptations made in the summer and fall of 2011 as the results of the first year (summer 2010 to spring 2011) were assessed. The formal funded MIPE pilot concluded in the spring of 2012 but, as noted above, the project has continued at CLS and is now funded by the Ontario Library Association.

THE FINDINGS OF THE MIPE STUDY:

The First Phase:

Unearthing IP-related experience at CLS before MIPE

To aid in proving a need for IP expertise in London, the records prior to the summer of 2010 were scoured at CLS for evidence of IP related legal requests. Vivian McPhee, the longest serving administrative assistant at CLS, indicated that she received approximately two calls a month regarding IP issues which she usually referred to the Lawyer Referral Service. Unfortunately, there are no records kept of these unsolicited and transferred requests regarding IP issues, and therefore the exact number of inquiries is unknown but significant.

Although files strictly involving IP issues were not accepted by CLS, it was possible that IP issues could have been hidden amongst summary advice given regarding other issues. During the research process, files were sought of summary advice files that had an IP “flavor.” General parameters that were used in the search were issues regarding the ownership of ideas or work product, or any question involving the development, sale, or exchange of ideas. As per CLS protocol, summary advice forms are archived for a period of up to 7 years. Boxes of summary advice forms were retrieved and analyzed for identifiable IP issues.

From our review, it appears that CLS never actually opened a file prior to 2010 to deal with an IP matter. The entire extent with its involvement with IP was summary advice. Summary advice is given to the client by the student caseworkers after the intake interview shows that the legal issue or the client does not qualify for its services. The historical intakes for the years 2004/5 to April 30, 2009 were combed and there were 13 summary advice forms completed which appeared to have IP matter., and no outside legal counsel was contacted for assistance. Of the 13 files, most were copyright related, with a smattering of patent and trademark questions. Issues ranged from patent insight for the creation of a prototype snowboard to copyright ownership of ideas and images created by a graphic designer under contract.

The History of IP-related Projects Undertaken by Pro Bono Students Canada (PBSC) at Western University

With assistance from the Pro Bono Coordinator at Western, the MIPE team studied the PBSC records prior to 2010, seeking evidence of projects that were either directly on point with respect to IP (such as questions on copyright or ownership of work product) as well as projects where students were asked to create materials for distribution for educational purposes (as there may be IP present which weren’t addressed by PBSC).

Although there were three gaps in the records during the academic years of 2001-2004, 26 projects completed during the years of 1998 to 2009 were identified as potentially harbouring IP issues. Of those 26 projects, 14 had possible copyright issues. For example, a project for a national health foundation required the drafting of patient resource material for public distribution and another endeavor focused on educating local artists about copyright law embedded in their trade.

The historical data from PBSC and CLS supports the hypothesis that the need for copyright expertise is the most common IP need in the community of London. Despite the fact that Western Law had no overt program supporting dissemination of IP advice through offices of students (no advertising, but still came), the evidence of both PBSC and the number of summary advice requests to the clinic indicates that IP legal advice is a need in the London Community.

Findings from the MIPE Empirical Study

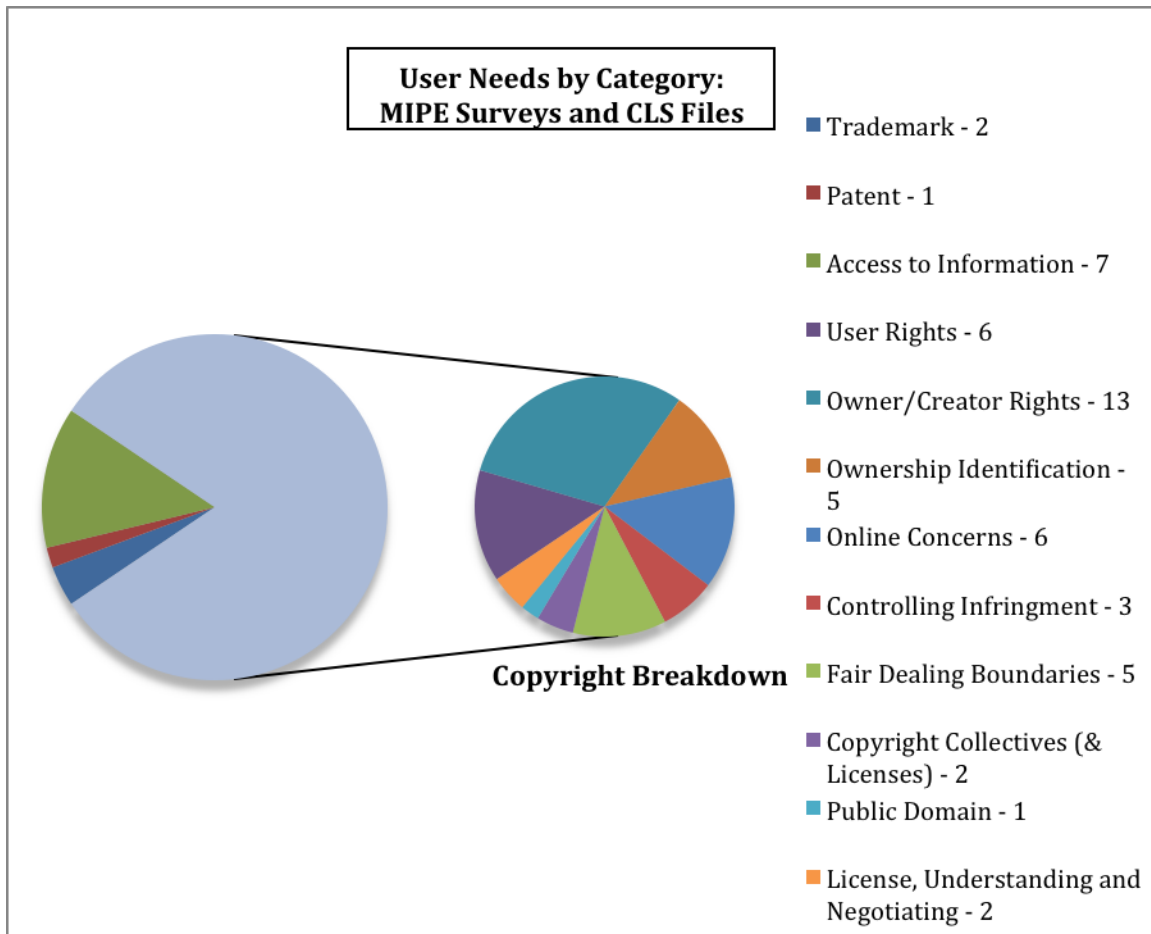
Combining the findings of the MIPE interviews conducted in Ottawa, London and Sault Ste Marie with Westerns CLS's summary advice files from pre-MIPE, it is easy to see that, of the IP property areas in which the public seeks assistance, the overwhelming demand is for copyright expertise (See "Total User Needs" chart below).



Indeed, copyright issues accounted for 63% of all IP needs expressed. At the forefront of these issues sat questions regarding owner and creator rights (especially pertinent for artists), user rights and online concerns (See "User Needs by Category" chart below). Some of those interviewed or seeking help through the CLS MIPE project were also interested in controlling copyright infringement of their creations. Others were looking for more clarification about copyright collectives and licenses.

After copyright issues, access to information questions were second in prevalence, accounting for 26% of the total (involving issues such as access to

information, destruction of private information, and general privacy). Trademark (issues about domain names and use of trademarks) accounted for 7% of the inquiries and patent (whether something is patentable) rounded out the remaining 4%.



Interviewees were also asked where they would seek out advice regarding an intellectual property question, if they had one. Most respondents claimed that they would not seek out a lawyer, due to the great expense involved, nor would they seek out a librarian, as they were not seen as properly qualified for such legal questions. The majority of respondents stated they *would* be comfortable with visiting a student staffed law clinic, akin to CLS or any other classic Student Legal Aid Services clinic, if the students were under the supervision of a lawyer. Noting these results, the pilot clinical third stage of the MIPE project was confidently pushed forward in partnership with the existing CLS clinic at Western.

Findings of the Second Phase: Advantages and Disadvantages of the Clinic Models in Delivering IP Knowledge

In order for an IP legal clinic to best meet the needs of community members, this research established that a number of factors must be taken into account:

1. Oversight and professional regulation by members of the Law Society of Upper Canada (LSUC)
 - As noted time and time again in our Needs Survey interviews, interviewees stated that they would confidently go to a law clinic staffed by law students *if* the students were under the supervision of a practicing lawyer. A clinic offering *free* legal services is not enough incentive for many clients to seek out these services: a level of expertise and quality needs to be assured and this is achieved through lawyer supervision.
 - This factor makes Model 2 - Pro Bono Students Canada (PBSC) - less than optimal for delivery of intellectual property expertise to the public because PBSC projects are not meant to be students carrying legal files directly overseen by LSUC members but rather projects of legal research under the direction of lawyers.
2. Delivery of services to the underserved
 - A focus of this research into IP knowledge delivery is the question of delivering services to those who need them, and not to those who can afford to employ practitioners in private practice in the area or only to those whose legal issues best align with a clinic's policy positions.
 - The IPLIN model (Model 5) does not meet the needs of the underserved as it doesn't deliver services per se.
 - The Model 3, Area Specific, clinics (Business law clinics) at Western and Queen's do not satisfy this criteria as they only accept business clients who happen to perhaps have a small IP issue within their main legal issue. Even today, these two clinics only advertise trademark assistance (and not other intellectual property assistance) and then only to businesses that meet other criteria for assistance by these clinics.
 - Windsor's Model 7 clinic, Centre for Enterprise and Law (CEL), is even more selective than the two Area Specific Clinics (Model 3) discussed above. CEL does focus on the underserved, but only a handful of the underserved -- those who happen to be entrepreneurs looking to get into small businesses. CEL then assists these clients with business plans and the inherent legal issues involved in them. The average person from the community with an IP question would not be accepted, thus failing to meet the needs of most of the underserved in the community.
 - CIPPIC, the Model 4 clinic, being a policy and philanthropically driven clinic, accepts clients that it sees as worthwhile and fitting

with its policy views. Again, as in the cases of Models 3 and 7 discussed above, not all community members with IP issues would be selected to be served by a clinic of the Model 3 type and thus this model does not fully begin to meet the needs of the underserved.

3. The Carnegie Report (2007)

- In addition to seeking a model of IP delivery that best serves the underserved in the community, the model selected would ideally also provide a practical legal education to the law students who provide the IP assistance to the clients. The report released by The Carnegie Foundation for the Advancement of Teaching in 2007³⁵ stated that an education that puts a law student in the position to be a lawyer should contain three essential elements:
 - 1) legal analysis,
 - 2) practical skill, and
 - 3) professional identity (professionalism, social responsibility and ethics)
- The Report stresses that all three elements should be integrated into the pedagogy of a law school, with a particular focus on coaching the students through imitation and appropriation of multiple aspects of expert performance. The Report also notes that legal simulations used in teaching are better than lectures but that even simulations do not carry the ability to delve into moral and ethical consequences in the way that clinical education does.
- In the context of the Carnegie Report, Model 1 (Student Legal Aid Services), Model 3 (Area Specific – Business Clinic) and Model 7 (Hybrid Clinic Model Involving Multiple Faculties) would seem to be good models for integrating academic IP and information law expertise with delivery of legal services to the community. Nonetheless, as the MIPE project sought to deliver IP expertise to as many of the underserved in the community as possible, the Area Specific model (Model 3) and the Hybrid Clinic Model Involving Multiple Faculties (Model 7) were found to be less desirable, and the Student Legal Aid Services model (Model 1), such as Western's CLS, was felt to be the best combination of outreach to the underserved and pedagogical strength in educating law students. However, as noted, in 2010, no Student Legal Aid Services clinic in Canada was delivering IP expertise to the public. Was it, indeed, possible to bring delivery of IP expertise into this model? This was the important contribution of the MIPE Pilot at Western's CLS.

³⁵ William M Sullivan et al, *Educating Lawyers: Preparation for the Profession of Law* (San Francisco: Jossey-Bass, 2007).

Findings from Phase Three: MIPE Pilot at Western's Model 1 Clinic

CLS at Western is a traditional clinic of the model 1 variety. CLS receives funding from the Legal Aid Program in Ontario. The funding received by the Legal Aid Program in Ontario must be focused by CLS on the areas of law for which Legal Aid funding is provided. These areas are, according to Legal Aid's website³⁶:

- Domestic violence
- Criminal
- Youth criminal
- Family
- Immigration/refugee
- Civil
 - Workplace safety, insurance appeal tribunal, employment insurance appeal, appealing administrative boards/tribunals, insurance claims for long-term benefits, Canadian Pension plan appeals or issues, and Power of Attorney, wills or estates
- Housing
- Government Assistance

As it can be seen, these areas do not include IP. All of the law school clinics in Ontario receive Legal Aid funding. Therefore, if a university clinic in Ontario wishes to extend its Legal Aid services into the IP arena, funding considerations become an important consideration.

In addition to its Legal Aid funding, CLS at Western, like other clinics in Ontario, has traditionally received a proportion of its funding through the generosity of the Law Foundation of Ontario.

CLS, again like other similar clinics in Ontario, also receives funding from organizations in the university community of which it is a part. CLS receives funding from Western itself to contribute to its work in the immigration area (which is a recent extension of coverage for CLS). It also receives funding from the University Student Council (USC) for legal assistance provided to undergraduate students and from the Society of Graduate Students (SOGS) for assistance provided to graduate students. While it was anticipated that there might be IP issues arising amongst individuals in any of these groups, the intention of the MIPE project was not to serve only these groups but also those in the community's general population with IP issues.

Despite the contributions of Western and its connected groups and of the Law Foundation, the structural way in which CLS hires its students created a problem for expanding into a non-Legal Aid area such as IP. During the summers,

³⁶ See Legal Aid Ontario's website at <http://www.legalaid.on.ca/en/getting/typesofhelp.asp>

all the law students involved with CLS are employed (there are no volunteers) and, before the MIPE pilot began, the salaries of all of the law student summer staff of CLS were paid from the Legal Aid funding and had to be working on Legal Aid eligible file areas during the summer. Therefore, in order to cover an “IP portfolio” within CLS on a year round basis, it ultimately required that another source of funding be found for any student working during the summer on the IP-related files. This is one of the areas where the MIPE funding from the Law Foundation proved an invaluable aid to initiating the Western MIPE pilot at CLS.

The First Year: 2010-2011

The MIPE pilot introducing IP into Western’s CLS clinic was implemented first during the school year 2010-2011. The MIPE team supported Doug Ferguson (Director of CLS) in enlisting the expertise of London practitioner David Canton, a business lawyer and trademark agent at Harrison Pensa LLP. Mr Canton graciously agreed to act as review counsel for ongoing IP files started by MIPE caseworkers during the MIPE pilot’s first year. As Doug Ferguson and Margaret Capes (CLS review counsel) wished to keep the IP caseload small in order to facilitate close student supervision, only three volunteer student caseworkers were “hired.” The caseworkers were monitored by a second year student supervisor. In addition, a part-time volunteer articling student joined the ranks to swell the first year MIPE pilot team to five members.

Challenges of the First Year of the Pilot Program

A few problems arose in the first year of the pilot due to CLS’s traditional caseworker hierarchy. CLS normally operates by selecting a group of first year law student volunteers to perform client intake interviews at the clinic and at other locations around London. After their first academic year, a handful of these volunteers are then hired on during the summer months to act as caseworkers. Only students who have volunteered for CLS in their first year or third year students who have completed the Litigation Practice (LP) or Criminal Advocacy (CA) courses may apply for these summer caseworker positions.

In the next academic year following holding a position as a summer caseworker, the summer caseworker will become supervisor to the incoming batch of first year interviewers and to second and third year students enrolled in the LP and CA courses. The files with which the summer caseworkers occupied themselves during the summer are transferred in the following fall to the LP and CA course upper year law students who then handle them during the academic year.

Because of the rigidity of this normal structure at CLS, it is impossible for any student who does not volunteer for CLS in her or his first year or who does not enroll in the LP or CA courses in second or third year to enter the CLS hierarchy.

During MIPE's first pilot year (2010-2011), CLS attempted to simply slip the IP extension of its operations into its existing hierarchical model. This proved to be problematic because of three factors.

The first problem was that the first year students who acted as client intake interviewers necessarily had no knowledge of or experience with IP issues since the Intellectual Property course is only offered to second and third year students. Though Western has an extensive and completely unique IPIT concentration (as described above), students cannot take any IP related courses until their second year and do not have to declare their IPIT concentration until third year.

Such a lack of knowledge and experience in other areas of law is not as debilitating to client intake interviewers as it is in the IP area. For example, if a potential client mentions in an interview that she (or he) has been charged with assault, the interviewer will easily spot the criminal law issue at hand. However, if a potential client speaks about how he (or she) wishes to use a clip of a television show in a music video, the IP legal issues may not be so easily grasped from this mere statement of fact. Even when the first year student at the clinic passes the client intake on to a second year student in the LP course, that student would probably not have taken IP and would therefore also have little knowledge of IP issues. The issues raised because of the nature of the subject matter involved in IP and the way that IP education is structured at Western Law (and all the other Ontario faculties of law) and the challenges of the ways in which the typical clinic experience at CLS was organized came particularly to the forefront in the first year of the pilot when even the student supervisor most involved with the new area of IP files at CLS had no IP background when assuming the position.

The second problem was that the rigid structure of CLS also meant that keen, motivated and knowledgeable upper year students who were studying in Western's IPIT Concentration were barred from participating in the first year of the IP pilot. Many of these IPIT students had come to Western Law specifically to enroll in the IPIT Concentration and to gain all they could from our leading IP faculty. Clinical IP experience seemed to be a dream come true for many of these students who hoped to be destined for IP practice, and yet their dreams could not be realized because of the normal structure of CLS' hiring practice and the relationship between its law student supervisors and volunteers.

Lastly, the CLS structure tends to create a very tight confidentiality bubble. Upper year caseworkers and supervisors are hesitant to seek advice from outside of the clinic walls. CLS student workers are trained to be very concerned about confidentiality issues. While this is surely a vital lesson for all law students, it also unnecessarily discouraged them, in the first year of the pilot, from reaching out to Western's knowledgeable IP faculty. The MIPE IP faculty investigators, Professors Margaret Ann Wilkinson and Mark Perry, are, indeed, themselves members of the LSUC. Many files could have been more easily addressed by the law students at CLS if they had drawn early upon the expertise of the IP faculty.

All of these issues amounted to a general lack of efficiency in the delivery of IP expertise in the first year of the IP clinic pilot during 2010-2011. There was, however, no lack of interest in the clinic; files came in quickly. Many clients were directed to CLS through the summer survey work of the MIPE research team or through word of mouth from survey participants or engaged faculty members. Unfortunately, due to the small size of the team put to work on IP-related files that year and limited IP experience, the files that were accepted in 2010-2011 were not efficiently dealt with and other clients had to be waitlisted.

The Second Year of the Pilot: 2011-2012

At the conclusion of the first year of the IP pilot, the MIPE research team sat down to address the difficulties that had arisen. The road to creating such an exciting and novel IP clinic (the first and only of its kind in Canada) had been anticipated to have its share of potholes and thus the MIPE team was not discouraged.

As many of the problems from the first year arose from the CLS “hire from within” policy that barred harnessing the energy and insight of the IPIT upper year students, the MIPE team agreed that a change was necessary. Doug Ferguson, Director of CLS, alleviated the issue by recruiting IP caseworkers and a supervisor from the upper year IP class itself. This move proved strategic. It was fortuitous that the chosen supervisor, Gustavo Gil, was already an accomplished civil law lawyer with an LLM in IPIT from Western Law who had then enrolled in Western’s JD to add common law training to his accomplishments.

As another problem during the first year was the untapped IP faculty expertise, Doug Ferguson made it clear to the CLS student workers that they were not only allowed to bring questions in these areas to the relevant faculty, but were in fact encouraged to do so and that, as Barristers and Solicitors called to the Ontario Bar, Professors Wilkinson and Perry would respect the confidences vouchsafed to them as is required of them.

As the part of the purpose of the MIPE pilot was also to involve the IP Bar in augmenting the expertise of the law school faculty and the CLS review counsel, it was important not to overburden anyone outside IP counsel with all the matters raised during the MIPE pilot project. David Canton was very generous with his assistance during the first year of the pilot, as described above, and the MIPE team looked to involve other external counsel during the second year of the pilot. David Schnurr, an IP lawyer from Miller Thompson’s Waterloo office, was called upon. Mr. Schnurr, to the team’s delight wished to provide his counsel pro bono. This kind gesture, however, proved to add a challenge to the rigid timelines imposed on clinic delivery of services by the periodicity of the academic year. It required some time, after the process was set in motion, for the Miller Thompson firm to formally

approve Mr. Schnurr's pro bono intentions. Though such a delay would be a fleeting moment in the eyes of a large law firm, it was challenging in the case of this second year of a two-year pilot in an academic setting where students' abilities to work on clinic files must give way to the imperatives of courses and exams and the divisions of the terms of study. Whilst waiting for the pro bono approval for Mr. Schnurr's services, the counsel at CLS, principally Doug Ferguson, the Director, and Jason Voss, for a time acting as Director while Doug Ferguson was on leave.³⁷

Upon returning from leave, Doug Ferguson, who was previously a partner in the London business law firm now known as Szemenyei MacKenzie Godin LLP, called upon his considerable knowledge from many years of law practice, and also the additional knowledge gained from David Canton's counsel during the pilot's first year, to successfully guide the IP CLS caseworkers through much of the pilot's second year.

With all of the adjustments in place, year two of the MIPE pilot was vastly more efficient and productive than the experimental first year.

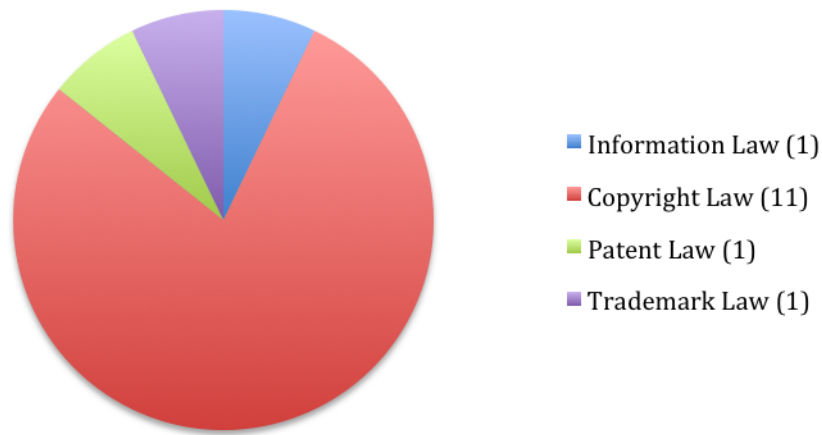
Files Handled During The Two-Year Pilot

In total, 14 IP related files were opened during the MIPE pilot. Ten of those files have been closed and the remaining four have been passed on to the current IP caseworker at CLS. In addition, the MIPE pilot's second year team began in earnest to craft the necessary elements to extend CLS's Public Legal Education project (PLE) into the IP area. The PLE project is an eternally growing endeavor of CLS which reaches out to educate the public about legal issues in various areas. Before MIPE, PLE focused mainly on landlord and tenant, criminal, and consumer protection issues; the MIPE pilot project's contribution to the CLS PLE will likely surface during the academic year of 2012-2013 (see next section).

As predicted by past pre-MIPE CLS referrals of those in need to the Lawyer Referral Service and by the results of the first phase of the MIPE research, the empirical study of the needs of the public (presented above), copyright is without a doubt the area of IP law in which Londoners have the most need for expertise. Of the 14 files opened at CLS during the MIPE pilot, 11 were copyright related (see the **Chart** next page).

³⁷ Doug Ferguson ran as a Liberal candidate in a London riding in the federal election of that year.

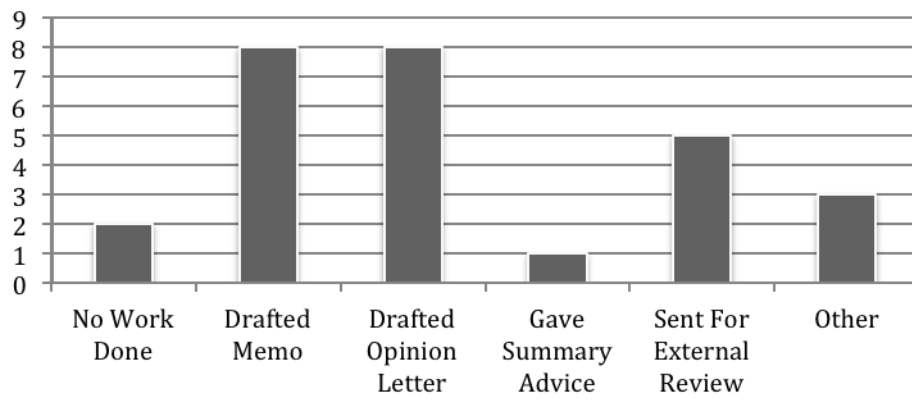
MIPE Pilot - File Type Breakdown



Copyright is an area that most creative people (artists, small business owners, and others) know something *of*, but know very little *about*. In terms of individuals, most copyright inquiries involved creator/owner rights. For example, a client was interested to know about her copyright status in a work she had composed under a contract that had expired. Other legal issues have arisen regarding Creative Commons' licenses and the legal ramifications of posting pictures "found" online on websites.

It is also the case that the work at CLS done during the MIPE pilot study was much more solicitor related than barrister related (see the **Chart** below). This made the IP-related work qualitatively different from the work mostly experienced by law students at CLS.

MIPE Pilot - Type of Work Completed



NOTE: "No Work Done": Client lost interest or did not return for further meetings.
 "Other": Cease and Desist letters, Privacy Policy planning, Confidentiality Agreement, etc

Observations From All Three Phases of the MIPE Study

Findings Concerning Public Legal Education

Many of the questions arising from community members in London, Ottawa, Sault Ste Marie and Windsor were of a sort which could be addressed through public legal education presentations. For example, a handful of respondents were curious about the workings of the “fair dealing” provisions of the *Copyright Act* and others were uncertain about how access to personal information is regulated in Ontario and beyond.

Rather than draft a memo and opinion letter for an individual when the issues involved affect many, CLS at Western Law, in partnership with PBSC at Western, has, in the past, instead opted to inform the public through the Public Legal Education (PLE) Project. In this connection, law students at Western have given workshops and presentations to community members regarding topics such as housing, consumer protection, and criminal law through the Community Workshop Project. The Youth Project and The Multimedia Project, which involve educating youth about the field of law and educating the public about legal issues through newspaper articles and podcasts, respectively, are two other aspects of the Public Legal Education Project.

Intellectual property issues such as copyright, trademark, patent, privacy, personal data protection and access to personal information are all issues about which, as mentioned above, the MIPE team began to research and craft presentations and, again as mentioned above, it is planned that the preparation, advertising and presentation of these educational talks will be assigned to interested student volunteers in the fall through CLS and PBSC. The Public Legal Education Project will serve as a widely accessible vehicle for intellectual property expertise in London.

It is also the case that the ongoing agreement with the Ontario Library Association for continuation of the IP component of CLS beyond the end of the MIPE pilot project contemplates posting knowledge gained through working on files brought to CLS through the good offices of the OLA on the CLS website. There will, in turn, be links created to these posts from the OLA website.

Evaluation of the Various Models Which Might Possibly Enhance Delivery of IP Expertise to Ontarians

The MIPE project illustrates that the need for public legal advice and information about IP issues in Ontario in general is real. Artists and small business have many questions and concerns which are currently not being addressed due to the lack of affordable expertise. Regardless of whether these potential clients are

within close proximity of a strong IP bar presence and a law school (Ottawa) or if the opposite is true (Sault Ste Marie), the need is still present. MIPE's triumphant and bustling pilot in Western's Community Legal Services clinic once again shows that, "if you build it, they will come."

The delivery of IP expertise can take the form of any one of the seven models identified through this research, but the classic Student Legal Aid Services clinic model has proven to be extremely effective in the MIPE pilot. Not only does it provide all of the essential elements of a practical legal education, as identified in the recent Carnegie Report, but it also provides IP expertise to those who need it most, the underserved. The other six models, analyzed according to the criteria established in this MIPE research, are all lacking in various ways.

The PBSC model lacks the structure and IP expertise needed to be a reliable and authoritative delivery model for the underserved in the community. Legal information sought from PBSC projects by community organizations often appears to be legal advice, which is something PBSC claims not to provide. This fuzziness of the distinction between research and advice, especially in the IP context, can be highlighted by noting the first case undertaken by CLS during the MIPE pilot project. This first file began at Western Law as a 2009-2010 PBSC project and a year's effort by a PBSC team demonstrated PBSC could not handle it. The file danced at the intersection of the criminal and health sectors and although the PBSC team diligently pursued the task for a year, the organization which had engaged PBSC truly needed a legal opinion, which PBSC does not offer. Once the organization's true need was identified, the file was re-opened at CLS as part of the MIPE pilot.

The IPLIN model, though a pioneer in its field, simply does not do enough to be a viable option. Other organizations, websites and blogs already accomplish the goal of providing much accessible IP information for anyone who seeks it out. However, the IPLIN model does not provide legal advice and thus would not meet the needs of those whose needs were documented during this MIPE research. While the Public Education model allows for excellent dissemination of IP information, it does not provide legal advice. The public element of this model is invaluable, but it should be paired with the Student Legal Aid Services model for best community coverage and efficiency.

The CIPPIC model, another first in Canadian history, must be applauded for its dedication and enthusiasm for IP issues in Canada. Nevertheless, CIPPIC does not meet the needs of the underserved directly, unless the underserved serve CIPPIC's overall public policy mandate. The philanthropic system funded from the United States, of which CIPPIC is a part, allows CIPPIC to focus selectively on provincially, nationally, or internationally significant files. The CIPPIC model is simply too selective to meet the individual and private needs of persons in our Canadian communities for IP assistance.

The Area-Specific model, seen at Western and Queen's, is excellent for providing student caseworkers invaluable experience in areas such as Business Law but again is too selective to meet the greater need for IP expertise in the community. Similarly, the Faculty-Hybrid model, demonstrated by CEL at Windsor, meets the needs of a very small group of underserved community members with IP issues. Students working at the clinic undoubtedly gain unparalleled expertise with IP issues inherent in business start-ups, but the more widespread IP need is still not being met.

All of the aforementioned seven delivery models are valuable to their community members if the community member happens to have the precise type of IP need that that particular clinic model addresses. While respecting that fact, there is little doubt that Model 1, the Student Legal Aid Services model, for the average IP issue discovered by these researchers in Ontario communities, is the strongest model. Model 1 is the only delivery method that opens its arms to the regular "person on the street who has an IP issue". Nor does Model 1 isolate IP advice from other kinds of legal advice. Finally, Model 1 allows law students to experience a range of opportunities as the IP issues enrich the clinic with an invigorated focus on solicitor work. Solicitor work, while not precluded in ordinary Model 1 clinics, is not regularly available to student workers.

This MIPE research cannot ignore the question of why, in a time of economic uncertainty requiring fiscal restraint, if a university has a well-run legal clinic already in place (such as CLS at Western), another and separate IP agency should be created? Legal Aid is publicly funded initiative which grows out of demonstrated needs for legal services which were important in the 1970s and continue to be important to Ontario society today. While it may be very difficult to expand the categories of legal problems for which Legal Aid will be made available, given the pressures of the current economy, this 21st century has been identified with the information age and the underserved, as demonstrated in this study, need assistance outside of the categories of law that were important when Legal Aid first came into being. As seen in the MIPE pilot study at Western's CLS, the addition of delivery IP expertise in the clinical setting does not necessitate a new structure: with adaptation, diligence and tenacity, law schools can simply modify the existing clinical Legal Aid structure.

At Western, CLS can only be seen as a more well-rounded practice since the addition of IP law to its repertoire, making it a true win-win for the community and the university. Western Law is perhaps more fortunate than some other law schools in Canada in that it has a wealth of IP faculty experience and is also able to draw insight and energy from its pool of excited, committed and knowledgeable IPIT Concentration students who would like nothing better than an opportunity in its CLS clinic. Initiating such an IP pilot might more difficult in other universities which do not have the good fortune of such a strong IP support base – but such challenges would attend those law faculties no matter which of the models of IP expertise delivery studied above was attempted. On the other hand, the Canadian IP Bar has

demonstrated its commitment and generosity in support of many initiatives in the Canadian law school academy and other schools may indeed also be able to expand their Legal Aid-type clinics in a similar way to that achieved through the MIPE pilot study at Western.

For low-income clients with traditional legal aid issues in London, CLS has long been regularly recommended by community leaders such as lawyers and the police. It would appear to be only a matter of time before others recommend clients with IP issues to CLS with as much confidence and enthusiasm as they do for clients with traditional issues. In order to facilitate this confidence and familiarity with CLS' new expertise in IP, the Public Legal Education program at Western Law will continue its current plans to present relevant IP information to organizations and individuals around London. The MIPE pilot indicates that if the host university, host clinic and law students are all flexible, the addition of an IP facet to an existing Student Legal Aid Services clinic can be accomplished.

LOOKING BEYOND THE MIPE PILOT – CURRENT IP EXPERTISE AT WESTERN LAW

Through this MIPE study funded by the Law Foundation's grant, a new model of delivery of IP services through Ontario's faculties of law has been demonstrated to have the potential to re-vitalize the classic law school clinic and to meet the growing demand of Ontarians for IP advice. The MIPE-inspired facet of Western's CLS has blossomed; it continues on today as what is expected to become a permanent IP branch of Western's CLS, having attracted independent funding through the generosity of the Ontario Library Association.

CLS now proudly advertises its IP expertise on its website: "CLS will advise and represent clients on copyright, privacy and confidentiality matters – CLS will provide advice in patent and trademark law."³⁸ A paid student caseworker was hired, alongside the other paid caseworkers at CLS, to work on IP files under the supervision of CLS Director Doug Ferguson during the summer of 2012. Four files were passed on from the previous MIPE supervisor, Gustavo Gill, and all four are on the verge of being closed. Furthermore, the demand for IP law expertise in a legal aid clinic setting in London has remained high. Since May 2012, ten new files have been opened and client intake interviews will continue throughout the summer in preparation for the school year when volunteer upper year students with experience in IP coursework will take over the files. The clientele for these services is province-wide. CLS has been extensively adding PLE to its general outreach and already has draft materials created during the MIPE project for an extension this education to the IP related areas.

Though the future looks busy and bright for IP casework at CLS, MIPE researchers have prepared a database of organizations in London which could potentially be approached to help identify future clients who could use IP assistance (See **Appendix G**).

PBSC at Western, which was not involved in the MIPE pilot, will continue to *not* advertise that its volunteers may assist in the dissemination of legal information regarding IP issues, but, on the other hand, PBSC at Western will not turn away such a project if it rears its head.

Western's Business Law Clinic, since being a partner in MIPE, now articulates on its website that that it can assist with trademark issues.³⁹

³⁸ See CLS' website at <http://www.law.uwo.ca/cls/index.html>

³⁹ Advertising IP services is a brand new venture for the WBLC, thanks to its experience in the MIPE project. See WBLC's website at <http://www.law.uwo.ca/community/WBLC/index.html>

Appendix A

Survey Related Documents

Email used in Initial Contact with Targeted Organization

Hello [Identified Organization Contact],

My name is [Student Researcher], and I am a research student working on a project funded by the Law Foundation of Ontario at the Faculty of Law at the University of Western Ontario. We are going to be conducting a study involving a survey on the information and intellectual property needs of people in your area. These needs may have to do with topics such as copyright, trademark, and patents, as well as topics like libel, communications, and privacy. As a result, we were wondering if we could make arrangements to contact your members to participate in the study.

We would like to know how best to do this. Do you have any upcoming meetings, events, newsletters, group emails, or other blanket communication statements through which we can make an announcement, either personally or through you? This announcement would simply be that we are looking at coming to the area to conduct these surveys in late June or July, along with some information about the project. The announcement would help us establish the best time to conduct our research in [City].

Thank you for your help in this matter,
[NAME]

Information Circular for Enlisting Volunteers – Email Specific Version

REQUEST FOR INTERVIEW VOLUNTEERS

Faculty at the Faculty of Law of the University of Western Ontario are conducting a study regarding the mobilisation of intellectual property expertise in the province of Ontario, funded by the Law Foundation of Ontario, which is associated with the Law Society of Upper Canada. One of the purposes of this study is to determine the information and intellectual property law needs of people in your area. These needs may include copyright, trademark, and patents information needs, or information on topics like libel, communications law, or privacy. We would like to interview anyone who may be interested in participating in this study, preferably in person, to determine what your intellectual property and information law needs are, and whether they are being met. This research has been reviewed and approved by the University of Western Ontario Research Ethics Board for Non-Medical Research Involving Human Subjects (NMREB). We are hoping to conduct this research in your area in August, and are therefore interested in finding a mutually convenient time to conduct these surveys. Our interview with you will last no more than 40 minutes and you may withdraw at any time. All personal information will be kept confidential and results will be anonymized.

If you are interested or have any further questions, please contact Justin, Nicole, Mark or Kanika at: mipe@uwo.ca or (519)661-2111 ext: 81363

We are research students under the direction of Professor Margaret Ann Wilkinson, Principal Investigator ((519) 661-2111 ext: 88407)

Appendix B
Interview Protocols

(i) Individuals (4 pages)

MIPE - Interview protocol for Members of the Public

1. Do you produce or use any creative content such as music, drawings, newspaper clippings, articles or writing from the Internet, computer software or logos at any time?
2. If so, what kinds of creative content do you use?
 - a. On what occasions?
 - b. In what context?
 - c. For what purposes?
 - d. How often?
3. Are you concerned in your day to day activities about (any of the following?):
 - a. Information held by organizations about you?
 - i. If so, do you worry about private sector businesses?
 - ii. Do you worry about government organizations?
 - iii. If both, which do you worry about more?
 - iv. Can you give specific examples of your concern?
 - b. Your personal privacy?
 - i. Can you give specific examples of your concern?
 - c. Identity theft
 - i. If so, can you describe the nature of your concern?
 - ii. If not, can you explain why not?
 - d. Have you ever had occasion to need to access information held by an organization?
 - i. Was the organization a private business or a government body?
 - ii. When did this occasion occur?
 - iii. Did you get the information you needed?
 - iv. Why or why not?
 - e. Improper Internet usage by anyone?
 - i. If so, please describe examples.
 - f. Spam?
 - ii. What is it about spam that concerns you?
4. Have you ever had any questions about copyright law come up in connection with your day to day activities?
 - a. If yes, can you describe the problem(s)?
5. Have you ever needed to get permission from a copyright holder?
 - a. If yes, can you describe the circumstances?
6. Have you ever encountered a problem concerning a trademark, a tradename or, in the context of the Internet, a domain name?
 - a. If yes, can you describe your concern(s)?
7. Have you ever needed to get permission from a trademark holder, the owner of a tradename or the owner of a domain name?
 - a. If yes, can you describe the circumstances?

8. Have you ever had a problem come up in your day to day activities that you thought might concern a patent?
 - a. If yes, can you describe the nature of the problem?
9. Have you ever had to get permission from the owner of a patent?
 - a. If yes, can you describe the circumstances?
10. Have you ever been worried about whether your use of creative content is lawful?
 - a. If so, can you describe the situation(s) that worried you?
11. If you have had any of the problems just discussed, have you needed to get information in order to solve them?
 - a. If so, where have you sought information?
 - i. How did you know where to look?
 - iii. Did you find the information you sought?
 - iv. Was the information enough to help you solve the problem?
 - b. If so, did you ask anyone for help?
 - i. Whom did you ask?
 - iii. What help did you receive?
 - iv. Was it useful?
 - v. Did you pay anyone for this information?
 - c. If you did not need information in order to solve the problem, what was the nature of the problem and how did you solve it?
12. Has anyone asked you for information about any of these topics?
 - a. If so, did you answer them?
 - i. What were the circumstances?
 - ii. Did you feel comfortable giving this answer?
 - b. If not, why not?
13. Do you feel that there a need for further resources about these subjects within your community?
 - a. If so, what kind of resources would you use if they were offered?
14. In your opinion, persons from which of the following groups would be best suited to help you address problems in the areas we have discussed?
 - a. Lawyers practising alone or in private law firms?
 - i. Why or why not?
 - ii. Would you be willing to pay them to have these types of questions answered?
 - b. Librarians?
 - i. Why or why not?
 - ii. Where would you find the best librarians to answer these questions?
 - iii. Would you be willing to pay to have these types of questions answered?
 - c. Educators?
 - i. Why or why not?
 - ii. Would you be willing to pay to have these questions answered?
 - iii. Where would you go to find the best educators (teachers or professors) to answer these types of concerns?
 - d. Legal Clinic

- i. Why or why not?
 - ii. If you think a legal clinic would be helpful, describe the kind of clinic you are thinking about...
 - iii. Have you ever experienced such a clinic? Where?
 - iv. Do you know of such a clinic near your community? Where?
 - v. If the legal clinic were to be staffed by law students, do you believe that the students should be supervised by a lawyer or would you be content to have the students offer their own expertise?
 - vi. Would you expect such a clinic to be free?
 - e. Other individuals?
 - i. Whom?
 - ii. Why?
 - iii. Have you ever received help for such persons?
 - iv. Would you expect to pay such persons?
15. Do you have any other questions or comments about anything we have discussed today?

(ii) Organizations (4 pages)

----- MIPE - Interview protocol for Commercial and Industrial Respondents

1. What kinds of activities does your organization engage in?
2. Does your organization produce or use creative content in its day-to-day activities? If so, what kinds?
3. Are you concerned about (any of the following?):
 - a. Privacy / Confidential Information
 - b. Privacy Issues at work
 - c. Data protection (including customer information)
 - d. PIPEDA Compliance
 - e. Accessing or Releasing Information under the Freedom of Information Act
 - f. Freedom of Information request
 - g. Identity theft
 - h. Spam
 - i. Improper Internet usage by employees at work (P2P, online abuse or defamation?)
 - j. Loss of control over copyrighted works
 - k. Have you ever needed to get permission from a copyright holder?
 - l. Question regarding the registration of a trademark/domain name?
 - m. Question regarding the resolution of a trademark/domain name dispute?
 - n. Have you ever needed to get permission from a trademark/domain name holder?
 - o. Question regarding the registration of a patent
 - p. Question regarding the resolution of a patent dispute
 - q. Have you ever needed to get permission from a patent holder?
 - r. Are you concerned about whether your use is lawful?
4. Briefly describe any Intellectual Property (including Privacy/PIPEDA/Freedom of Information) problems encountered in the past.
5. Do you often have these problems?
6. Have you sought answers for these problems and if so, from whom?
7. If you have sought answers for these problems from someone else, have you paid them?

8. Do you have other people that you contact to get answers?
9. How were these problems ultimately resolved?
10. Do other people outside your organization ask information from you and if so, whom?
11. Do you feel that your organization has a need for further resources in these matters within the community? If so, what kind of resources would you likely access if they were offered?
12. In your opinion, persons from which of the following groups would be best suited to help you address problems in the areas we have discussed?
 - a. Lawyers practicing alone or in private law firms?
 - i. Why or why not?
 - ii. Would you be willing to pay them to have these types of questions answered?
 - b. Librarians?
 - i. Why or why not?
 - ii. Where would you find the best librarians to answer these questions?
 - iii. Would you be willing to pay to have these types of questions answered?
 - c. Educators?
 - i. Why or why not?
 - ii. Would you be willing to pay to have these questions answered?
 - iii. Where would you go to find best educators (teachers or professors) to answer these types of concerns?
 - d. Legal Clinic
 - i. Why or why not?
 - ii. If you think a legal clinic would be helpful, describe the kind of clinic you are thinking about.
 - iii. Have you ever experienced such a clinic? Where?
 - iv. Do you know of such a clinic near your community? Where?
 - v. If the legal clinic were to be staffed by law students, do you believe that the students should be supervised by a lawyer or would you be content to have the students offer their own expertise?
 - vi. Would you expect such a clinic to be free?
 - e. Other individuals?
 - i. Whom?
 - ii. Why?
 - iii. Have you ever received help for such persons?
 - iv. Would you expect to pay such persons?
13. Do you have any other questions or comments to add about anything we have discussed today?

Appendix C

Potential Client Sources: St. Catharines

Community Organizations

The following is a list of community organizations, listed alphabetically, that may offer referrals. The majority of these were found through the Internet. The organizations have been divided into two categories: business groups; and community arts groups, which include educational institutions

a) Business Groups

Enterprise Centre St. Catharines

Provides information and counselling to prospective and existing small businesses. Provides information on public and private financing, accounting, marketing and market research, business registration and taxation. Provides information on whether or not a business licence is required. The office also hosts seminars on a variety of business issues. Contact the office for free market research assistance or to register for special events.

Email: smallbusiness@stcatharines.ca

Web Address: http://www.stcatharines.ca/forbusiness/smallbizservices/index_smallbizsvcs.asp

Phone: 905-688-5601

Address: One St. Paul Street, Unit 10
St. Catharines, ON,
L2R 7C2

The Niagara Economic Development Corporation

The Niagara Economic Development Corporation is a non-profit corporation with a mandate to carry out activities to advance the economic prosperity of the Niagara community. The corporation provides innovative services to promote investment and to provide businesses with support services to attract, sustain, and increase their economic activities in Niagara.

Corporation Objectives

- To create an attractive business climate in Niagara.
- To provide timely and relevant information to potential external investors to Niagara.
- To help existing businesses in Niagara grow and expand.
- To undertake research and share relevant knowledge and information about Niagara with the private sector, and other levels of government in order to encourage economic development.

Email: info@niagaracanada.com

Web Address: <http://www.niagaracanada.com>

Phone: 905-685-1308

Address: 3550 Schmon Pkwy,
2ND Floor, P.O. Box 1042
Thorold, ON L2V 4T7

The Niagara Enterprise Agency

The Niagara Enterprise Agency acts as a community hub for a variety of both business development and financing resources for companies with growth potential.

We can help companies that need additional financing to fuel their growth; help companies unlock the keys to accessing funds from both conventional and unconventional sources; and provide additional non-financial resources which can help clients qualify for growth capital

Email: neagen@neai.com

Web Address: <http://www.vaxxine.com/neai/>

Phone: (800) 387-4126

Address: Suite 302, 509 Glendale Avenue
Niagara-on-the-Lake, Ontario, Canada
L0S 1J0

Small Business Club Niagara

Established in 1995, Small Business Club Niagara (SBCN) is an incorporated, non-profit organization, managed by a Board of Directors. SBCN was created as a resource for entrepreneurs launching their own businesses. Our purpose is to encourage small business owners in Niagara by offering support, networking and learning opportunities. The Club has over 250 members representing all types of businesses.

Email: info@sbcn.ca

Web Address: <http://www.sbcn.ca/default.html>

Phone: 905-685-6100

Address: 40 Front Street North, Unit D
Thorold, Ontario
L2V 1X5

St. Catharines Business Club

As an entity, The St. Catharines Business Club collectively provides employment for over 2500 people in the Niagara Region, in a variety of sectors including banking, construction, waste management, and leisure just to name a few.

Proudly celebrating 50 years, The St. Catharines Business Club continues to promote business for and by the members, to build meaningful business relationships and increase the Club's membership.

Email: membership@scbizclub.com

Web Address: <http://www.scbusinessclub.com/>

St. Catharines Downtown Association

The St. Catharines Downtown Association is focused on the improvement and beautification of St. Catharines, as well as the promotion of its downtown core as a great place to live and conduct business.

Web Address: <http://www.stcathdowntown.com/>

Phone: (905) 685-8424

Address: 12 Ontario St.
St. Catharines, Ontario, Canada
L2R 7M3

St. Catharines - Thorold Chamber of Commerce

The Chamber plays three important roles in St. Catharines and Thorold:

*** The Voice of Business**

As the voice of business, the Chamber plays an important advocacy role by working with all levels of government on issues related to taxation, business regulations, land supply, economic development and necessary public services. Our outstanding Chamber committees - comprised of member volunteers - monitor these issues closely and speak out on behalf of all our members.

*** Helping Business Succeed**

The Chamber is helping business succeed by offering a broad range of products and services that provide networking, marketing and educational opportunities for our members and their employees. The Chamber can help improve the bottom line of your business.

*** Helping Our Community Succeed**

The Chamber is a powerful voice working for a better quality of life for the entire community.

Email: info@scchamberofcommerce.com

Web Address: <http://www.sctchamber.com/>

Phone: 905-684-2361

Address: One St. Paul Street, Suite 103
P.O. Box 940
St. Catharines, ON
L2R 6Z4

Vineland Research and Innovation Centre

Vineland Research and Innovation Centre is undergoing a significant renewal and restoration process with the objective of becoming a world-class research institution and international hub for horticulture and floriculture research, innovation and commercial activity.

Email: info@vinelandontario.ca

Web Address: <http://www.vinelandontario.ca/index.php>

Phone: 905-562-0320

Address: 4890 Victoria Avenue North
Lincoln, Ontario, Canada
L0R 2E0

b) Community Arts Groups:
Art Under Glass

Bringing starting artists directly to the people.

Web Address: <http://artunderglass.blogspot.com/>

Brock University, Centre for the Arts

From music and theatre to dance and family shows, Centre for the Arts offers a great variety of entertainment. As Niagara's cultural centre we present professional national and international artists in the intimate theatre at Brock University.

As the "home" to several community organizations including the Niagara Symphony and Niagara Youth Orchestra, the Centre is proud to support Niagara's rich cultural traditions

Email: boxoffice@brocku.ca

Web Address: <http://www.arts.brocku.ca>

Phone: 905.688.5550 x 3257

Address: THISTLE WEST CORRIDOR
Brock University, 500 Glenridge Ave.,
St. Catharines, Ontario, Canada,
L2S 3A1

Brock University, Department of Communications, Popular Culture and Film

The Department of Communications, Popular Culture and Film is rooted in a strong tradition of interdisciplinary teaching and research within all three of its programs. Course offerings at every level in each program offer students valuable tools for critical inquiry into the artifacts and practices of communication, popular culture and film.

Web Address: <http://www.brocku.ca/cpcf/>

Phone: 905.688.5550 x.4290

Brock University, School of Fine & Performing Arts (SFPA)

The School of Fine and Performing Arts at Brock University is an interdisciplinary centre for creative and scholarly activities relating to the arts.

The school presents a regular program of performances, exhibitions and guest lectures, which community members are welcome and encouraged to attend.

Email: mbalsom@brocku.ca.

Web Address: www.brocku.ca/finearts

Phone: 905-688-5550 ex. 4765

Canadian Authors Association

Since 1983, the Niagara Branch of the Canadian Authors Association has been helping local writers by offering them a unique mix of workshops, guest speakers, writing groups, publications, and most of all, friendship.

Email: sherri@computan.on.ca
Web Address: <http://www.canauthorsniagara.org>
Phone: 905-682-6741
Address: Canadian Authors Association - Niagara Branch
P.O. Box 9
Grimsby, Ontario
L3M 4G1

Carousel Players

Carousel Players is an award-winning professional theatre for young audiences committed to the development of new work and the production of theatre that entertains and challenges our audiences.

Web Address: <http://www.carouselplayers.com>
Phone: (905) 682-8326
Address: 101 King Street, 2nd Floor
St. Catharines, ON

CRAM

The CRAM Complex houses studios and Gallerie CRAM, Canada's smallest and hottest gallery, and a growing concern. CRAM showcases a proactive collective of emerging and established professional artists who have a connection to Niagara or CRAM who advocate for opinions and ideas from outside the metro and international art scenes.

Email: info@tobeycanderson.com
Web Address: <http://www.cramart.ca>
Phone: 905.380.3910

Folk Arts Council of St. Catharines

Web Address: <http://www.folk-arts.ca/Index%20Sample%20Page.html>
Phone: 905-685-6589

Infinity Video Productions

Infinity Video is a full service production company. We offer services ranging from concept development and scripting, to shooting, digital non-linear editing and web streaming.

Marketing groups, Associations, Manufacturers, Distributors, Government and Non-Profit Agencies rely on Infinity Video to provide the most complete video, audio, and web streaming solutions in the industry.

Email: cheryl@infinityvideo.ca
Web Address: <http://www.infinityvideo.ca/>
Phone: 905-357-0397
Address: 2550 Noella Crescent
Niagara Falls, Ontario
Canada

Niagara Artists' Centre

Niagara Artists' Centre is a not-for-profit, charitably registered, collective formed by and dedicated to serving the working artists and community of Niagara.

NAC provides a forum for the development, exhibition and appreciation of contemporary art by providing facilities, equipment, professional expertise and a supportive atmosphere for arts research, advocacy and dissemination.

NAC is striving to educate and contribute to a community that gets excited about art, that supports and recognizes local artists and cultural institutions, and that understands an investment in the arts is an act of enlightened self interest.

Email: artists@nac.org

Web Address: <http://www.nac.org/>

Phone: (905) 641 0331

Address: 354 St. Paul Street,
St. Catharines, ON, Canada
L2R 3N2

Niagara Dance Company

Niagara Dance Company is a professional contemporary dance company located in the heart of the Niagara Region. The company and our affiliated school, The School of Niagara Dance Company, are currently working on several initiatives to build a strong and vibrant dance community in the Niagara Region. The company provides season performances, commissions the choreography of Canadian dance artists, and offers a Choreographic Performance Workshop Series and Music & Dance Improvisation Jams.

Email: info@niagaradancecompany.com

Web Address: <http://www.niagaradancecompany.com/>

The Niagara Folk Arts Festival

The Niagara Folk Arts Festival celebrates its 38th annual festival in May, 2006. Begun in 1968 as a showcase for St. Catharines' ethno-cultural groups, the festival's continued success has made it one of Canada's oldest heritage festivals. With expansion throughout the Niagara region to include over 30 different ethno-cultural groups, the exchange of customs, traditions and education about one another grows every year. The Niagara Folk Arts Festival provides an opportunity to discover new traditions through the sampling of foods, dance, music, arts and crafts from different cultures from around the globe.

Email: lheron@folk-arts.ca

Web Address: <http://www.folk-arts.ca/>

Phone: 905-685-6589

Address: 85 Church Street
St. Catharines, ON
L2R 3C7

The Niagara Indie Filmfest

The Niagara Indie Filmfest is a national artist-run competition created to showcase emerging Canadian short film and video works. The festival is designed to encourage independent production and to provide a forum for filmmakers and cinema buffs to meet and interact.

Email: dcartmer@becon.org

Web Address: <http://www.niagaraindiefilmfest.org>

Phone: (905) 685-8336

Niagara Interactive Media Generator

nGen Niagara Interactive Media is a hub for interactive media project and business development in Niagara. This initiative is aimed at development of an economic cluster in interactive media in Niagara. nGen will foster new enterprise and build capacity in Niagara in this fast growing sector of the economy. nGen's programs are designed to retain talent in Niagara and attract and assist new business in a Niagara context where creators and entrepreneurs can thrive.

Email: info@ngen-niagara.com

Web Address: <http://ngen-niagara.com>

Phone: 905-685-3460

Address: 1 St. Paul Street, Unit 10
St. Catharines, ON
L2R 7L2

The Niagara Pumphouse Visual Art Centre

The Centre was established to provide residents of the Niagara region and visitors with an environment which encourages interest in various forms of visual art. To that end, it organizes classes, workshops and exhibitions in a wide range of media.

Email: office@niagarapumphouse.ca

Web Address: <http://www.niagarapumphouse.ca>

Phone: 905 468 5455

Address: 247 Ricardo Street,
Box 676, Niagara-on-the-Lake,
Ontario, CANADA
L0S 1J0

Niagara Region Musicians Association

A union for professional musicians.

Email:

Web Address: www.afm.org/298 or <http://niagara.cioc.ca/record/NIA1292>

Phone: 905-357-4642

Address: 4709 Queen St
Niagara Falls, ON
L2E 2L9

Popular Culture Niagara

Popular Culture Niagara is a group of eight faculty who, with the help of several graduate students, are documenting and studying several aspects of the rich and diverse popular culture of the Niagara region. In the initial phase (3 years), we will be studying three specific aspects of the area's popular culture: music (Sounds and Scenes), movies (Movies and Theatres) and heritage sites (Memories and Heritage). Our research will document these largely neglected aspects of local popular culture in Niagara, chronicle an important part of Canada's cultural history, develop appreciation and understanding of the popular arts, and ensure that important documents and artifacts are preserved for regional heritage and tourism.

Email: pcn@brocku.ca

Web Address: <http://www.pcn.brocku.ca>

Phone: (905) 688-5550 ext 5053

Address: Brock University , Academic East 206
500 Glenridge Ave.
St. Catharines , Ontario Canada
L2S 3A1

The St. Catharines and Area Arts Council

The St. Catharines and Area Arts council is a not-for-profit organization working to facilitate communication, collaboration and programmes among artists, arts organizations and the community with the goal of enhancing cultural life. Programming includes an annual workshop series and recent topics have included Developing Community Art Practices and Entrepreneurship for Visual Artists & Artisans.

Email: jt@stcartscouncil.ca

Web Address: <http://www.stcartscouncil.ca/>

Phone: 905 988 1888

Address: 31 James St.
St.Catharines ON
L2R 5B9

St. Catharines Art Association

The St. Catharines Arts Association was founded in 1951 and is the oldest organization in the district devoted entirely to artists and the promotion of visual art in all its forms. Activities involve two major art shows and several smaller ones each year where members can display and sell their work. Meetings offer lectures, demonstrations, workshops, trips, and critique nights, together with a social period. In addition we publish a newsletter which is open to all artists, amateur and professional alike, or anyone with an interest or love of art.

Web Address: www.stcatharinesart.com

Phone: 905-934-9378

St. Catharines Public Library

The St. Catharines Public Library Board is committed to providing all the citizens of St. Catharines with the highest level of library services, materials and facilities within the resources available to meet their informational, educational and recreational needs.

Email: admin@stcatharines.library.on.ca
Web Address: <http://www.stcatharines.library.on.ca>
Phone: 905-688-6103
Address: 54 Church St.
St. Catharines, Ontario
L2R 7K2

Theatre Beyond Words

Theatre Beyond Words is an internationally renowned physical theatre company that has played to over 2 million people since its inception in 1977.

The ensemble develops original works for both young and general audiences, garnering international acclaim for its artistic and entertaining performances that transcend language barriers with the innovative uses of mask, puppetry, mime and music.

Email: info@theatrebeyondwords.com
Web Address: <http://www.theatrebeyondwords.com>
Phone: 905.687.4896
Address: 145 King Street - St. Catharines
Ontario, Canada
L2R-3J2

The YP Publishing

The YP Publishing offers support services to Authors, Speakers, Small Businesses and Creative Individuals. Our mission is to provide you with creative and personal solutions.

Email: info@theyppublishing.com
Web Address: <http://theyppublishing.com/>
Phone: 905-359-086

Niagara Interactive Media Generator

Incubator for new small businesses with interactive/web/media interests.

Email: info@ngen-niagara.com
Web Address: <http://ngen-niagara.com>
Phone: 905-685-3460

Appendix D

Potential Client Sources: Ottawa Community Organizations

The following is a list of community organizations, listed alphabetically, that may offer referrals. The majority of these were found through the internet. The organizations are divided into two categories: business groups; and community arts groups, which include educational institutions

a) Business Groups

National Capital Business Alliance

Our mission is to strengthen the business community represented by the Chambers of Commerce and Business Alliances through the sharing of knowledge, dealing with governmental issues at all levels to encourage commerce and prevent actions detrimental to business vitality, and by supporting the growth opportunities that present themselves in the future.

Address: c/o Eastern Ottawa Chamber of Commerce
53-5450 Canotek Rd.
Gloucester ON
K1J 9G3

OCRI Global Marketing

The Ottawa Centre for Research and Innovation (OCRI) is Ottawa's leading member-based economic development corporation for fostering the advancement of the region's globally competitive knowledge-based institutions and industries. OCRI delivers its economic development services through a unique partnership with the City of Ottawa, where the City and OCRI, through its members set the strategy and manage the programs that move Ottawa's economy forward.

OCRI Global Marketing, as part of Ottawa's lead economic agency, offers support services to encourage incoming and outgoing investment and trade opportunities, which help diversify and grow our local economy. As a confidential resource, we help you streamline your business expansion and relocation to Ottawa, identify international trading opportunities and create new alliances. We strategically market our region to facilitate trade and to attract the investment, people, and companies critical to our sustained success.

Email: request@ocri.ca
Web Address: www.ottawaregion.com
Phone: 1 (888) 5- OTTAWA
Address: 200 - 2625 Queensview Drive
Ottawa, ON
K2B 8K2

Ottawa Chamber of Commerce

The Ottawa Chamber provides networking, professional and business development opportunities and member benefits and services directly to business. It also provides its members with a united voice of business representation through effective research, consultation and liaison with key decision makers and influencers.

Email: info@ottawachamber.ca
Website: <https://www.ottawachamber.ca/index.php>
Phone: (613) 236-3631
Address: 1701 Woodward Drive, Suite LL-20
Ottawa, Ontario
K2C 0R4

Ottawa Cleantech Initiative

The Ottawa Cleantech Initiative is committed to promoting and strengthening the clean technology industry in the Ottawa and Eastern Ontario region. The Ottawa Cleantech Initiative is a program of OCRI Life Sciences, a catalyst for growth of the local life sciences community.

The Ottawa Cleantech Initiative works to connect suppliers, companies, communities, universities, research institutions, funding bodies and policy makers along the path from innovation to commercialization. Our goal is to facilitate the development of new commercial relationships and opportunities in clean technology.

Email: mmcarthur@ocri.ca
Web Address: <http://www.ottawacleantech.com/Home/index.php>
Phone: (613) 828-6274 x276
Address: 2625 Queensview Drive, Suite 200
Ottawa, Ontario
K2B 8K2

Ottawa Community Economic Development Network

The vision of the Ottawa Community Economic Development Network (OCEDN) is a thriving, sustainable CED and social enterprise sector in Ottawa that will both generate economic activity and further the community's social goals.

The Ottawa CED Network co-ordinates and leads efforts to raise awareness about CED, to improve access to information, services and resources for CED practitioners, and to foster linkages among CED enterprises and other partners.

Email: cednet@spcottawa.on.ca
Web Address: <http://www.ced-dec-ott.net/>
Phone: 613-236-9300 ext.304
Address: 280 Metcalfe Street, Suite 501
Ottawa, ON
K2P 1R7

Women's Business Network of Ottawa

The Women's Business Network (WBN) of Ottawa is an organization of like-minded women, interested in making relationships to create more business. The goals of the network are advanced by providing a forum where women can come together to share ideas and experience and celebrate each other's accomplishments. In the process, businesses are promoted, and often, partnerships are formed.

What We Do:

- * Provide opportunities for women to develop skills and strengthen Network relations through committee participation.
- * Host monthly meetings on general topics on business and personal development.
- * Provide a forum for networking, exchanging ideas, and promoting each others' business.
- * Foster educational development within the membership.

Email: info@womensbusinessnetwork.ca

Web Page: <http://www.womensbusinessnetwork.ca/main.htm>

Phone: (613) 749-5975

Address: 200 - 435 St. Laurent Blvd
OTTAWA ON
K1K 2Z8

b) Community Arts Groups:

above/ground press

Ottawa-based poetry chapbook + broadside publisher.

Email: az421@freenet.carleton.ca

Web Address: <http://www.abovegroundpress.blogspot.com/>

Address: 858 Somerset Street West, main floor,
Ottawa, Ontario,
K1R 6R7

Algonquin College, School of Media and Design

Email: media@algonquincollege.com or design@algonquincollege.com

Web Address: <http://www.algonquincollege.com/MediaAndDesign/index.htm>

Phone: (613) 727-4723 Ext. 5273

Arnprior and District Quilters' Guild

The objectives of the Arnprior & District Quilters Guild are follows:

- a) to foster interest, awareness and education in the area of quilting.
- b) to encourage performance in the craft by providing a forum for fellowship and the exchange of experience, information and ideas.

Email: contact@arnpriordistrictquiltersguild.com

Web Address: <http://www.arnpriordistrictquiltersguild.com>

Arteast

Arteast is a not-for-profit organization, in existence for almost two decades, which welcomes artists of all media.

Our members work in oil, acrylic, watercolour, pen and ink, graphic, colour inks, multi-media, weaving, works on paper, sculpture, photography, and pastels.

Email:**Web Address:** www.arteastottawa.com**Phone:** 613-692-5120**Address:** 1490 Youville Drive
Orléans, Ontario
K1C 2X8

Artengine

Artengine is a non-profit, artist-run centre that fosters democratic and innovative approaches to electronic art and its evolving relationship with society.

Artengine is committed to:

1. The creation, presentation/dissemination and promotion of art concerned with technological experimentation, both online and in physical space.
2. Ensuring that artists have affordable access to specific technological resources needed for their work. This would include both physical and information based resources. Relevant artistic endeavors include computer programming, custom electronics, network adaptation and many other practices in which the production or presentation technology plays a distinct role in shaping the work.
3. Carving out artist-run space in the on-line world by owning and operating its own server with the direct goal of providing more accessible services to artists and other art and artist-run organizations. These services include web space for presentation and promotion, email, listservs and other network based services as well as technological support and guidance.
4. Maintaining a space dedicated to technological experimentation with the recognition of the important role a locally-based community of practice plays in the artistic process. This space functions as a laboratory for production and presentation, and for the exchange of ideas and methods, both formal and informal, as they relate to technological based art.
5. Actively supporting the open source movement by working with specific software projects that provide artists with distinct and accessible tools for the creation of their work.

Email: artlist@artengine.ca**Web Address:** <http://artengine.ca/index-en.php>**Phone:** 613-686-1941**Address:** Arts Court,
2 Daly Avenue,
Ottawa, Ontario
K1N 6E2

Art Lending of Ottawa

Established in 1970 as a non-profit organization, Art Lending of Ottawa aims to encourage Ottawa area artists and acquaint the public with their work.

Email: artlending@on.aibn.com**Web Address:** <http://www.artlendingofottawa.com>**Phone:** 613-594-8513**Address:** Unitarian Church Hall,
30 Cleary Avenue,
Ottawa, Ontario

Arts Ottawa East

Arts Ottawa East is a dynamic not-for-profit organization that works with the community to develop partnerships, audiences, information, and visibility for the arts. It supports Ottawa artists and arts organizations through programs, resources and services.

Web Address: <http://www.artsoe.ca>

Phone: 613-580-2767

Address: Shenkman Arts Centre
245 Centrum Blvd., Suite 260
Ottawa, Ontario
K1E 0A1

Capital Crime Writers

Capital Crime Writers has grown to a group of over seventy members who meet on the second Wednesday of every month at the Library and Archives Canada, 395 Wellington Street, Ottawa

Capital Crime Writers is currently made up of Mystery/Crime writers at every stage of their writing career. We have a mixture of those just starting out, exploring the genre and putting those first words to the page, through to those who have recently launched their third and fourth novels.

Email: president@capitalcrimewriters.com

Web Address: <http://www.capitalcrimewriters.com>

Capital Poetry Collective

The Capital Poetry Collective (CPC) is a group of dedicated volunteers who are supporters and/or practitioners of spoken word poetry. The aim of the Collective is "to produce series, showcases and artistic initiatives that advance the awareness of and interest in performance poetry in the National Capital Region."

Capital Slam is Ottawa's monthly slam poetry series.

Email: info@capitalslam.com

Web Address: <http://www.capitalslam.com>

Phone: (613)730 7704

Carleton University, School for Studies in Art and Culture

In 1991, the Departments of Art History, Film Studies, and Music joined together to form the School for Studies in Art and Culture. Having three academic programs in one School allows students to take advantage of interdisciplinary approaches: we benefit from the shared knowledge of faculty in all three disciplines, in separate and common degree programs.

Students get early exposure to careers in art and culture through the School's practicum programs. The School also advises students who wish to pursue courses in an area of the visual and performing arts for a B.A. in Directed Interdisciplinary Studies.

Email: bryan_gillingham@carleton.ca

Web Address: <http://www.carleton.ca/artandculture/>

Phone: 613-520-3791

Address: 1125 Colonel By Drive, Ottawa, Ontario, Canada, K1S 5B6

Chaudiere Books

A new small press publisher in Ottawa.

Web Address: <http://chaudierebooks.blogspot.com/>

Council for the Arts in Ottawa

The Council for the Arts in Ottawa was founded in 1982 as a not-for-profit, membership-based organization dedicated to encouraging and developing an appreciation for the arts in the Ottawa region.

Email: council@arts-ottawa.on.ca

Web Address: <http://arts-ottawa.on.ca/>

Phone: 613-569-1387

Address: Arts Court, 2 Daly Avenue
Ottawa, Ontario
K1N 6E2

East Central Ontario Art Association

The East Central Ontario Art Association (ECOAA), organized in 1960, has served to bring together what has become a large and closely knit group of artists. The prime purposes are to work and learn with others of similar interest, and to provide an ongoing arrangement for displaying the work produced.

Email: rebel400@sympatico.ca

Web Address: <http://www.ecoaa.ca>

Phone: 613-395-1529

Address: 30 Tanner Dr. R.R. #2,
Stirling Ontario
K0K 3E0

Franco Ontarian storyswaps (Cercle des conteurs de l'est de l'Ontario)

Founded in 2002, the Circle of Storytellers of Eastern Ontario's raison d'être is to bring together people interested in stories in french in eastern Ontario.

Here are the general objectives pursued:

- * Promote the art of storytelling among Francophones in Eastern Ontario.
- * Creating places of gatherings in strategic locations.
- * Create opportunities for storytelling, listening and storytelling skills as a storyteller.
- * Promote Franco-Ontarian story and discover the stories elsewhere.
- * Raise public awareness of the magic of storytelling.
- * Be added to existing cultural events

Email: lucieroy@trytel.com

Web Address: <http://www.cceo.ca>

Phone: 613-302-6152

Friday Circle

Publishes works by faculty, students, and alumni of the University of Ottawa's Creative Writing Program.

Email:

Web Address: <http://www.fridaycircle.uottawa.ca/>

Phone:

Address: Friday Circle
Department of English
University of Ottawa
Ottawa, Ontario
K1N 6N5

H'Art of Ottawa

H'Art of Ottawa is a unique and innovative art studio where self-expression and a sense of place are encouraged and celebrated for people with developmental disabilities. Through the common language of art and self-expression, the artists of H'Art contribute to the community and the cultural life of Ottawa.

Email: hartofottawa@bellnet.ca

Web Address: <http://www.hartofottawa.ca>

Phone: 613-234-8497

Address: 211 Bronson Avenue, Rm 304
Ottawa, Ontario
K1R 6H5

Manotick Art Association

The Manotick Art Association is a collegial group of visual artists from the surrounding Manotick, Ottawa, and Rideau River valley region who work in various mediums. We welcome artists at all stages of development from beginning artists trying to promote their work, to established artists whose work is found in Galleries throughout Canada and internationally.

Email: president@manotickart.ca

Web Address: <http://www.manotickart.ca/cmsmadesimple-1.2.3/>

Phone: 613-692-8690

Address: P.O. Box 1167
Manotick, Ontario
K4M 1A9

Nepean Fine Arts League

Established in September of 2002, the NFAL Gallery exclusively displays the artwork of artist members of the Nepean Fine Arts League.

Email: jarrodchambers@gmail.com

Web Address: <http://nepeanfinearts.com>

The New Art Festival 2009

The New Art Festival is Ottawa's largest non-profit, non-commercial outdoor art exhibition.

Web Address: <http://www.artinfoboy.org/>

Address: 99 Fifth Avenue,
Suite 301 Ottawa, Ontario
K1S 5P5

Nepean Visual Arts Centre

The Nepean Visual Arts Centre offers a variety of visual arts courses. From introductory to advanced levels, you're sure to find a course to fit your needs. Qualified instructors teach to all levels and ages in relaxed and comfortable studios.

Web Address:

http://www.ottawa.ca/residents/arts/courses_workshops/nepean_visual/index_en.html

Phone: 613-580-2828.

Address: Nepean Sportsplex, Entrance 3
1701 Woodroffe Drive

Opera Lyra Ottawa Guild

The Opera Lyra Ottawa Guild assists Opera Lyra Ottawa in presenting and developing operatic talent and helps to create, nurture and promote an environment for quality opera.

The Guild presents lectures and special presentations to nurture and enhance the enjoyment of opera.

Web Address: <http://operalyra.ca>

Phone: (613) 233-9200

Address: 2 Daly avenue, Suite 110 Ottawa,
Ontario, K1N 6E2

Ottawa Art Association

The Ottawa Art Association is a collegial group of visual artists working in watercolour, pastel, oil, acrylic, mixed media and other media (graphite, ink, charcoal, painting on silk, and prints made by hand).

Members come from Ottawa and the surrounding region, including Western Quebec. We welcome artists at all stages of development from beginning artists trying to promote their work, to established artists whose work is found in Galleries throughout Canada and internationally

Email: programs@ottawaartassoc.ca

Web Address: <http://ottawaartassoc.ca/>

Phone: 613-722-0202

The Ottawa Guild of Potters

The Ottawa Guild of Potters is a non profit organization to further the knowledge of ceramics and support the work of area potters.

Our mandate is to:

- * · Encourage the growth & development of pottery and maintain a high standard of artistic expression & craftsmanship
- * · Act as a medium for the exchange of ideas & technical information
- * · Organize & promote pottery exhibitions, demonstrations & workshops
- * · Promote awareness & appreciation of the ceramic arts to the general public
- * · Educate the public & its membership about the artistry, technology & history of the clay arts.

Email: info@ottawaguildofpotters.ca

Web Address: <http://www.ottawaguildofpotters.ca>

Phone: 613-230-2446

Address: PO Box 4053
St. "E" Ottawa
Ontario, Canada
K1S 5B1

Ottawa Independent Writers

- * To promote all genres of writing and writers in Ottawa by making members and their work visible in the community.
- * To provide writers with market and financial information, so that they may become familiar with all the opportunities to make an income based on their expertise.
- * To provide writers with information on the resources available to them in the community, through our regular newsletter.
- * To provide writers with a network of professional contacts. To provide a lobbying voice on legislation, grants and municipal activities.
- * To provide workshops to assist budding and aspiring writers to learn the craft of writing.

Web Address: <http://www.oiw.ca>

Address: P.O. Box 23137
Ottawa, Ontario
K2A 4E2

The Ottawa International Writers Festival (October 2009)

For more than a decade now, we've been celebrating the world's best writing from home and abroad with an eclectic program that presents interactions with leaders in the worlds of science, history, poetry, politics, spoken word, economics, drama, fiction, biography, music, religion, spirituality and more.

Email: leslie@writersfestival.org

Web Address: <http://www.writersfestival.org>

Phone: (613) 562-1243

Address: 298 Dalhousie Street
P.O. Box 52066
Ottawa, Ontario
Canada K1N 7E7

The Ottawa Knitting Guild

With over 190 members, the Guild welcomes beginner, intermediate and expert knitters. Our meetings feature knitters' news, technical information, special events, and guest speakers. Activities of interest to knitters of all levels are organized throughout the year.

Email: president@ottawaknittingguild.ca

Web Address: <http://www.ottawaknittingguild.ca>

Phone: (613) 820-8390

Ottawa poetry newsletter

Covering Ottawa writing, writers & concerns, etc.

Web Address: <http://www.ottawapoetry.blogspot.com/>

Ottawa Public Library

Web Address: <http://www.biblioottawalibrary.ca>

Phone: 613-580-2945

Address: 120 Metcalfe
Ottawa, ON
K1P 5M2

Ottawa Romance Writers' Association

ORWA is a nonprofit organization and a chapter of the Romance Writers of America

Email: orwa.registrar@gmail.com

Web Address: <http://www.ottawaromancewriters.com>

Ottawa School of Art

The Ottawa School of Art is an educational center for the visual arts providing the community with the opportunity for creative expression, development and growth based on an orderly progression in knowledge and skills. Within a well-defined program, it offers high quality instruction to all levels through direct involvement with professional artists.

The Ottawa School of Art offers Diploma and Certificate Programs, and a full range of community level art courses including drawing, painting, photography, new media, ceramics, sculpture, printmaking, and a wide variety of specialized short courses and workshops. Children's and Teens' classes range from multi-media to animation and cartooning, to sculpture and construction, pottery, drawing and painting.

Web Address: <http://www.artottawa.ca/osa-eao/>

Phone: 613.241.7471

Address: 35 George Street,
Ottawa, Ontario
K1N 8W5

Ottawa Storytellers

This association exists to promote the art of storytelling in our community, to nurture and inspire both beginning and experienced storytellers, and to provide tellers and listeners of all ages with opportunities to come together to share and enjoy stories.

Email: administrator@ottawastorytellers.ca

Web Address: <http://www.ottawastorytellers.ca>

Phone: (613) 322.8336

Ottawa Valley Quilters Guild

The purpose of the Guild is to share ideas and projects, and to foster the art of quilting.

Email: president@OttawaValleyQuiltersGuild.org

Web Address: <http://www.ottawavalleyquiltersguild.org>

Address: 1430 Prince of Wales Dr.
PO Box 38083
Ottawa, Ontario
K2C 1N6

Ottawa Valley Weavers and Spinners Guild

The Ottawa Valley Weavers and Spinners Guild was formed in 1949 with the aim of drawing together individuals interested in fibre art and crafts, particularly weaving and spinning.

Email: info@ovwsg.com

Web Address: <http://www.ovwsg.com>

Address: Heartwood House
153 Chapel St.
Ottawa, ON
K1N 1H5

Ottawa Watercolour Society

The Ottawa Watercolour Society is an association of watercolour artists and interested supporters.

The objectives of the Ottawa Watercolour Society are:

- * To foster the art of watercolour painting and its appreciation.
- * To arrange exhibitions for the work of its members
- * To provide information about watercolour painting to its members and encourage their participation in a range of related activities.

Web Address: <http://www.owswatercolour.com/>

Address: P.O. BOX 23090 2121 Carling Ave.
Ottawa, Ontario,
K2A 4E2

Six gallery press

Six Gallery Press has been publishing books since 2000. We publish experimental and avant-garde literature. Our books are distributed to the trade by Small Press Distribution, Berkeley, California.

Email: michael@sixgallerypress.com

Web Address: <http://www.sixgallerypress.com/>

University of Ottawa, Faculty of Arts, Department of Visual Arts

Email: finearts@uOttawa.ca

Web Address: <http://www.visualarts.uottawa.ca/>

Phone: 613-562-5868

Address: 100 Laurier Avenue E.
Room 110, Ottawa, Ontario
K1N 6N5

Valley Writers' Guild

Since 1990 the Valley Writers' Guild has been encouraging and educating Eastern Ontario writers in the process of writing and getting published in various genres (short story, novels, children's fiction, crime writing, humor, detective stories, poetry, non-fiction articles, screenplays and more).

Web Address: <http://www.valleywritersguild.ca>

Address: P.O. Box 32
Spencerville, Ontario
K0E 1X0

West Carleton Arts Society

The aims of the WCAS are:

- * to provide an organization through which members may develop their abilities and interests in the visual arts.
- * to foster the growth of the visual arts in the west area of Ottawa and the surrounding regions.
- * to contribute to the understanding, development and advancement of the visual arts in west Ottawa and the surrounding regions.
- * to support emerging artists.

Email: lightwisps@yahoo.com

Web Address: <http://www.westcarletonartsociety.ca>

Phone: 613-624-5932

Writers in the Community

This annual spring series organized by the City of Ottawa's Community Arts Program in collaboration with Arts Ottawa East -now in its seventh year - offers four Saturday afternoon workshops. Local writers and poets who are making their mark on the local and national literary scene explore different creative writing themes this year ranging from poetry, to writing for children, to crafting the novel.

Web Address:

http://www.ottawa.ca/residents/arts/courses_workshops/writers_community_en.html

Appendix E

Potential Client Sources: Sault Ste Marie Community Organizations

The following is a list of community organizations, listed alphabetically, that may offer referrals. The majority of these were found through the internet. The organizations are divided into two categories: business groups; and community arts groups, which include educational institutions

a) Business Groups

Community Development Corporation of Sault Ste. Marie & Area (CDC)

The Community Development Corporation of Sault Ste. Marie & Area (CDC) is a community-based, non-profit organization governed by a local volunteer board of directors. The CDC is a FedNor/Industry Canada funded Community Futures Development Corporation, which was established in Sault Ste. Marie in 1986.

The organization is dedicated to helping small and medium-sized businesses access services and capital, as well as enhancing the community's economic and employment base through community-based planning and economic development initiatives.

Email: cdc@on.aibn.com

Web Address: <http://www.ssmcdc.com/index.php>

Phone: (866) 845-5395

Address: 672 Queen Street East
Sault Ste. Marie, ON
P6A 2A4

FedNor

FedNor is a federal regional development organization in Ontario that works with a variety of partners, as both a facilitator and catalyst, to help create an environment in which communities can thrive, businesses can grow and people can prosper.

Web Address: <http://www.ic.gc.ca/eic/site/fednor-fednor.nsf/eng/home>

Phone: 1-877-333-6673

Address: Roberta Bondar Place
70 Foster Dr., 6th Floor, Suite 600
Sault Ste. Marie, Ontario
P6A 6V4

IT Sault Ste. Marie

This website provides information that will be useful for anyone with an interest in the IT sector of the Sault Ste. Marie region. Sault Ste. Marie offers a number of unique advantages to IT businesses and this site showcases our growing and vibrant IT community.

The Sault Ste. Marie Innovation Centre has developed this site with a number of goals in mind:

- 1) Increase awareness of the talented IT organizations within our community
- 2) Create new business and project opportunities

3) Provide information resources to local IT firms

Email: info@ssmic.com

Web address: <http://www.itssm.com>

Phone: (705) 942-7927

Address: 1520 Queen Street East, Room NW307
Sault Ste. Marie, ON
P6A 2G4

Sault Ste. Marie Chamber of Commerce

The Sault Ste. Marie Chamber of Commerce is funded through annual membership of its member businesses and agencies, enabling it to advocate on behalf of business.

Through the years, the Chamber has worked closely with the business community and various levels of government to find solutions to challenges faced by the community and has spearheaded numerous solutions.

Email: comments@ssmcoc.com

Web address: <http://www.ssmcoc.com/index.php>

Phone: 705-949-7152

Address: 334 Bay Street
Sault Ste. Marie, Ontario
P6A 1X1

Sault Ste. Marie Economic Development Corporation

The Sault Ste. Marie Economic Development Corporation is a non-profit organization funded by public and private partners whose goal is to be the community's leader in supporting and promoting an environment which generates sustainable employment in a healthy, growing and diversified economy.

Email: info@ssmedc.ca

Web address: <http://www.sault-canada.com/edc/>

Phone: 1-866-558-5144

Address: 99 Foster Drive,
Sault Ste. Marie, Ontario, Canada,
P6A 5X6

Sault Ste. Marie Innovation Centre

The Sault Ste. Marie Innovation Centre (SSMIC), founded in 1999, is a catalyst for growth in the information technology (IT) and knowledge based sectors for economic development in the city and Algoma District. We work closely with community partners to enhance and improve opportunities.

The Innovation Centre is focused on three core areas: Business Incubation, Support Services and Market Development Projects

Email: info@ssmic.com

Web address: <http://www.ssmic.com/>

Phone: (705) 942-7927

Address: 1520 Queen Street East, Room NW307, Sault Ste. Marie, ON P6A 2G4

b) Community Arts Groups:

The Algoma Art Society

Aims and objectives of the club were:

- to foster art in Sault Ste. Marie and area
- to develop local talent
- to promote exhibitions, competitions, classes, sketching trips and lectures
- to invite prominent artists, and
- to create a greater interest in art so that ultimately the Sault would become a center of art and culture as well as industry

Email: donna.montgomery@shaw.ca

Web Address: http://www.noaa.ca/mod.php?mod=userpage&menu=600&page_id=12

Phone: 705-949-4314

Algoma University, Fine Arts Program

The Fine Arts (BFA) degree program is designed to teach contemporary studio practices, while exposing students to a breadth of visual art and culture. This degree is for the student who is interested in acquiring and developing visual art skills in painting, drawing, photography, printmaking, and mixed media along with art fundamentals, history and theory courses.

Email: info@algomau.ca

Phone: 705-949-2301

Web Address:

http://www.algomau.ca/view.php?page=ap_degreesProgram&parent=degreeAndCertificateOverview&id=10

Address: 1520 Queen Street East
Sault Ste. Marie, Ontario
Canada
P6A 2G4

Algoma Weavers Guild

Offers workshops and lessons for various levels of weaving, spinning and dyeing techniques etc.

Email: russ.mason@sympatico.ca

Phone: 705-759-2086

The Art Gallery of Algoma

The Art Gallery of Algoma is a public gallery dedicated to cultivating and advancing the awareness of visual arts in Sault Ste. Marie and district.

The Gallery's commitment to excellence is reflected in all aspects of its programming. Approximately 24 exhibitions are mounted a year featuring local, national and international artists, as well, there is an ever growing permanent collection of 5000 works of art, and a resource centre.

Gallery education takes form through classes, lectures, films, tours, school visits, and meet the artist receptions. Public programmes include art instruction, workshops, films, and tours.

Email: galleryinfo@artgalleryofalgoma.ca
Web Address: <http://www.artgalleryofalgoma.ca>
Phone: (705) 949-9067
Address: 10 East St. Sault Ste. Marie,
Ontario, Canada
P6A 3C3

Arts at the Dock

Arts at the Dock features forty or more of the district's most gifted artists and a variety of art, with something new every year. Works for sale include painting, photography, stained glass, woodworks, handmade jewellery, pottery and much more.

Email: info@hiltonbeach.com
Web Address: <http://www.saultfestivals.com/events/event.aspx?e=14>
Phone: (705) 246-2242

The Arts Council of Sault Ste. Marie and District

The Arts Council of Sault Ste. Marie and District is a registered, non-profit, charitable organization dedicated to the promotion and development of the arts in Sault Ste. Marie and surrounding area.

The Arts Council of Sault Ste. Marie and District is committed to enhancing quality of life in the community by promoting and fostering the arts in all forms and by encouraging education in, and appreciation of, all aspects of the arts.

Web Address: <http://ssmarts.org>
Phone: 705-945-9756
Address: 369 Queen Street East, Suite 104A
Sault Ste. Marie, Ontario
P6A 1Z4

Cultural Advisory Board & Policy

The Cultural Advisory Board works within the Cultural Policy for the City of Sault Ste. Marie to ensure equal access to all individuals, groups and organizations to enjoy opportunities for the preservation, development and appreciation of cultural expression with the committed support of the City of Sault Ste. Marie.

Web Address: http://www.city.sault-ste-marie.on.ca/Article_Page.aspx?ID=209&deptid=1
Phone: (705) 759-2500

Echoes Drum Festival of Sault Ste. Marie

Originating as a vision in 2002, the first festival in 2003 attracted drummers, vendors, volunteers, and large enthusiastic audiences.

The vision continues to promote world peace, international understanding and cultural awareness through the exchange of drumming, dancing and story telling. The diversity of the performers enhances the theme of the festival.

Email: echoesdrumfestival@hotmail.com
Web Address: <http://www.echoesdrumfestival.com>
Phone: 705.255.1024
Address: 559 Queen Street East, 2nd Floor
Sault Ste Marie, On
P6A 2A3

Kevanna Fine Photography

At Kevanna Fine Photography we are renowned for our creative style, and quality photography. We are committed to continuing our photographic training on a yearly basis by attending numerous seminars and conferences. We regularly participate in professional photographic competitions at provincial and national levels.

Email: info@kevanna.com
Web Address: <http://www.kevanna.com>
Phone: (705) 759-853
Address: 388 Wellington St. E. Sault Ste. Marie,
Ontario, Canada
P6A 2L9

Kiwanis Community Theatre Centre

Email: info@kctc.ca
Web Address: <http://www.kctc.ca/>
Phone: (705) 945-7309
Address: 293 Bay Street, Sault Ste. Marie,
Ontario,
P6A 1X3

Métis Dance Club

Email: mno-reception1@shaw.ca
Web Address: http://members.shaw.ca/mno-ssm/metis_dance_club.htm
Phone: 705-254-1768
Address: 26 Queen Street East, Sault Ste. Marie,
Ontario, Canada,
P6A-1Y3.

The Musical Comedy Guild of Sault Ste. Marie

The Musical Comedy Guild of Sault Ste. Marie is a not-for-profit organization dedicated to producing the highest possible quality musical theatre entertainment for the community-at-large while at the same time providing both a training ground and a showcase for the artistic and cultural community of the Algoma region.

Email: info@musicalcomedyguild.com
Web Address: <http://musicalcomedyguild.com>
Phone: (705) 254-6595
Address: P.O. Box 22032, 44 Great Northern Road, Sault Ste. Marie, Ontario P6B 6H4

QUONTA One Act Festival

A celebration of short, one act plays from across Northern Ontario.

Email: ssmarts@shaw.ca

Phone: 705-945-9756

Sault Area Arts Council (Note: American Organization with ties to Sault Ste. Marie, Canada)

Sault Area Arts Council is a nonprofit organization whose mission is to promote the arts and to make the arts readily accessible to the people of the Sault Ste. Marie area. It operates entirely with volunteer labor and is funded entirely by private donations. The council publishes Alberta House News, a monthly newsletter that publicizes local arts events, resources, and opportunities. It also owns and operates the Sault Arts Center in Alberta House building, which contains the Olive Craig Gallery (now with its own gallery board), the Alberta House Shop and the Arts Council office.

This website is your source for information on the arts and related events in the vicinity of Sault Ste. Marie, Michigan (including Sault Ste. Marie, Ontario).

Email: saac@saultarts.org

Web Address: <http://www.geocities.com/~sault-arts/>

Phone: (906) 635-1312

Address: 217 Ferris Street
Sault Ste. Marie, MI
49783

Sault College Graphic Design Program

In the Graphic design program, you will be provided with theoretical knowledge and technical training to give you the tools to develop solutions to visual communications technology.

The three-year Graphic Design program focuses on helping you to build a strong foundation through hands-on exercises and case studies. The Faculty in the Graphic Design program will prepare you for a future career in Design by giving you a solid foundation in illustration, typography, creative problem solving, and design techniques in both traditional and industry standard digital media.

Phone: 705.759.2554

Web Address: <http://www.saultc.on.ca/Groups/Groups.asp?groupcode=GPH>

Address: 443 Northern Ave.
Sault Ste. Marie, Ontario
Canada, P6A 5L3

Sault International Arts Festival

The creativity and talents of two nations are captured and meted out over three months thanks to one summer-long event – the Sault International Arts Festival.

Dozens of concerts, exhibits, and theatrical performances populate the events calendar for June, July and August.

Web Address: <http://www.saultstemarie.com/sault-international-arts-festival-130/>

Phone: 705-246-2887

Sault Potters Guild

Phone: 705-253-6361

Address: 836 Queen Street East

Sault Ste. Marie Musicians' Assn.

Email: afm276@soonet.ca

Web Address: <http://www.afm.org/locals/info/number/276>

Phone: 705-254-2210

Address: P.O. Box 641, Station Main
Sault Ste. Marie, ON
P6A 5N2

Sault Ste. Marie Public Library

The Sault Ste. Marie Public Library has over 160,000 volumes available to the public at the Main Library and its two branches. We offer a wide selection of formats, including circulating DVD's and graphic novels.

Web Address: <http://www.ssmpl.ca>

Phone: 705-759-5230

Address: 50 East St.
Sault Ste. Marie, Ont.
P6A 3C3

The Sault Theatre Workshop

Email: houston@sympatico.ca

Web Address: <http://www.saulttheatre.com/>

Phone: 705-946-4081

Shadows of the Mind Film Festival

The Shadows of the Mind Film Festival is your opportunity to view excellent, limited release films on the big screen.

Email: info@shadowsfilmfest.com

Web Address: <http://www.shadowsfilmfest.com>

Phone: (705) 759-3299

St. Joseph Island Arts Association

Beautiful St. Joseph Island, Canada is home to a thriving and active arts community. Many of the artist have studios at their homes, where customers can visit to see finished items, works in progress or order their own custom work. The St. Joseph Island Arts Association presents three shows each year to the public.

Web Address: www.artsonstjoe.com

Phone: 705-246-2887

Stitches From the Heart Quilt Guild

The Stitches From The Heart Quilt Guild has been in operation here in Sault Ste. Marie for over 12 years. We currently have a membership of approximately 165. We encourage growth in our membership by hosting workshops to assist our members to improve their skills and to promote the art of quilt making.

Email: quilter@soonet.ca

Web Address:

<http://74.125.95.132/search?q=cache:n9zjNviW2DYJ:members.shaw.ca/color.me.violet/stitch.htm+Stitches+from+the+Heart+Quilt+Guild&cd=1&hl=en&ct=clnk&gl=ca&client=firefox-a>

Appendix F

Note: The following list is taken from the IPLIN Study. No further contact information was provided.

Appendix 'C' - List of Businesses, Organizations, & Individuals Contacted

Educational Institutions and Libraries

The University of Windsor (29 departments)
Windsor-Essex County Catholic District School Board
Greater Essex County School Board
St. Clair College (5 departments)
Windsor Public Library

Media

Essex Free Press
Windsor Star
Amherstburg Echo
Harrow News
Kingsville Reporter
Leamington Post
Shoreline Weekly
Lakeshore News
Lasalle Post
In Business Magazine
BizX Magazine
CKLW AM 800
Windsor Life Magazine
Windsor Parent Magazine

Arts & Culture

Amherstburg Museum & Gallery
Park House
Art Gallery of Windsor
Windsor Arts Council
Windsor Community Museum
Arts Centre
Chrysler Theatre
Windsor Symphony Orchestra
Odette Sculpture Park
Windsor Light Opera Association
Pelee Island Heritage Centre
Southwest Ontario Heritage Village & Transportation Museum
Artcite Inc.
Art Expressions
Caney Creek Publishing Inc.
Paul Murray Gallery
Pleasant Valley Watercolours
Royal Culture Craft

Leon A. Barlow – Artist
Robert Bishop – Artist
Shirley Bridgen Photography
Julia Conlon – Artist
De Paoli Studio – Art School
Tim Dixon – Artist
Breakaway Stained Glass
Patrick Hannon Photography
Krafty Wood Working
Nada Jurisich
Heritage Woodworking
Klassen Brass
Dawn Lavoie – Artist
Heather MacKenzie – Artist
Invitro Wrought Iron Work
Monica Matteis Photography
Simply Cedar
Constance Meloche – Fine Art Watercolours
Brent Mensch – Sculpture
Ken Rount – Metalwork
Shelly Anne Rount – Artist
Suchiu Art
Murals Plus
Wilderness Art: Nature and Wildlife
Robert Voyvodic Watercolours
Werbel – Fine Art
Preney Print & Litho Inc.
Windsor Print & Litho
Embassy Entertainment
Hysen Music Ltd.
Theatre Alive
Theatre Intrigue Society

Commerce & Industry

Windsor-Essex County Development Commission
Windsor Chamber of Commerce
Windsor-Essex Small Business Enterprise Centre
City Centre Business Association
Windsor-Essex Development Network (WEDNet)
Ed Miles – Accountant
Roth Mosey & Partners LLP – Accountants
Roger E. Durocher – Accountant
Walter V. Francic – Accountant
Gordon B. Lee – Accountant
Alexander R. Menzies – Accountant
Doher & Co. – Accountants
Mastromattei & Maini – Accountants
Media Duo – Advertising
G. Marentette & Company Inc – Advertising
Jaz Marketing & Design – Advertising
Mindbox Creative Group – Advertising
Harris Douglas Strategic Marketing
Sirendra K. Bagga Architect Inc
Archon Architect Incorporated

Glos J Architects Inc
 MMA Architect Inc
 MEO And Associates Inc
 Thomson JP Associates Ltd Architects and Engineer
 Biblioasis
 Bookroom
 EZ-Shred
 Tippet -Richardson Limited
 Amherstburg Chamber of Commerce
 Harrow & Colchester Chamber of Commerce
 Leamington District Chamber of Commerce
 Media Street Productions
 Spirou & Associates Communications & Marketing
 Allegra Print & Imaging
 Digiprint
 Mr. Copies
 Wheeler's Printing & Copying Ltd
 Allied Production Group
 Band-Ayd Systems Inc
 Great Lakes Television
 Mimetic Productions
 Fast Signs
 BB Tool
 Basic Tool
 Benard Mold
 BTM Tooling
 Essex Service Machine & Tool
 Integrity Tool & Mold Inc
 Pilot Industries
 Windsor Match Plate & Tool
 Windsor Mold Inc
 Lindo Tool & Die
 Saturn Tool and Die
 Can Am Tools
 Health Smart Drug Store Ltd
 Essex Pharma Care
 Pharma Care Drug Mart
 Accucaps Industries Limited
 Suntrition Inc

Unions and Labour

CUPE District Office (Local 543, 82, 1358, 1132)
 OPSEU
 CAW Local 195
 CAW Local 100
 CAW Regional Office
 CAW Local 1959
 CAW Local 2458
 Ontario English Catholic Teachers Association - Windsor-Essex
 Windsor Federation Of Musicians
 CAW Local 458
 Greater Essex County Elementary Teachers Local
 International Alliance Of Theatrical Stage Employees - Local 580
 CUPE Local 2345

Computers

Cornerstone Technology Inc
Hrycay Consulting Engineer Inc
Micrologic Computer
Holland Electronic Network
Next Dimension
Mint Components Inc
Avatar Software Creations Inc
Radix Controls Inc
Visionworks Solutions
Wired Solutions
eliquid Media
Agora Global Networks Inc
Hub Media Inc
Cybersync
Law Firms
Corrent & Macri
Easton English
McTague Law Firm
Ducharme Fox LLP
Miller Canfield LLP
Sutts, Strosberg
Community Legal Aid of Windsor
Bilingual Clinic
Mousseau, DeLuca, McPherson, Prince LLP
Raphael Partners

Other

City of Windsor, City Hall – Freedom of Information Services

Appendix G

Potential Client Sources: London Community Organizations

The following is a list of community organizations, listed alphabetically, that may offer referrals. The organizations are divided into two categories: business groups; and community arts groups, which include educational institutions.

a) Business groups:

Emerging Leaders

The Emerging Leaders THINK TANK. Emerging Leaders aims to engage and develop London's next generation of local leaders in business, technology, education, research, political, creative and cultural sectors by targeting London's 22-44 year old population, a demographic of creative and entrepreneurial thinkers, to connect them to each other and to the London community in general, as well as provide an avenue for this demographic to weigh-in on some of the community's most important questions (i.e. attraction and retention, issues surrounding organic growth and entrepreneurialism, community investment and philanthropy etc.)

Email: info@emergingleaders.ca

Web address: www.emergingleaders.ca

London Economic Development Corporation

A partnership between the City of London and the private sector to attract new investments and grow existing investments in London * provides information, support, advice and assistance to new and existing businesses * website has a large company database and statistics about London of interest to companies, their employees and those looking for work

Phone Numbers:	Office: 519-661-4545 Toll-Free: 1-800-327-2428 Fax: 519-661-5331
Email:	info@ledc.com
Website:	www.ledc.com
Address:	380 Wellington St, Ste 701 London, ON N6A 5B5

London Small Business Centre

The SBC opened in 1986 with the support of its five founding members: the City of London; the Chamber of Commerce; Ontario's Ministry of Economic Development and Trade; the University of Western Ontario; and Fanshawe College. The Mission of the Centre is: "To stimulate, promote and support the entrepreneurial spirit, start-up and early growth of small business to actively contribute to the economic development of London."

Phone: 519-659-2882
Fax: 519-659-7050
Email: info@sbcentre.ca

Web Site: www.sbcentre.ca

Address:
316 Rectory St, 3rd Floor
London, Ontario, Canada
N5W 3V9

Mainstreet London

MainStreet London is a not-for-profit, independently incorporated organization whose aim is the recruitment of new business, office and residential projects which ultimately serve to revitalize the downtown core. MainStreet London Revitalization Organization is governed by a volunteer board of directors.

167 Dundas Street
London,
N6A 1G4

Web Address: www.londondowntown.ca

Email: kmclaugh@london.ca

Telephone: 519.432.9816

TechAlliance

London, Ontario is home to a vibrant and ever-expanding tech community. And when we say “tech” what we mean is a broad and highly diverse cross-section of emerging and established businesses in information technology, the life sciences and advanced manufacturing, as well as a strong base of related support services. TechAlliance is a membership-based organization that exists to represent, support and accelerate the growth of these companies, to the benefit of the entire regional economy. And, we’re committed to doing so in a highly creative way – because we represent a population of original thinkers.

Address 100 Collip Circle, Suite 130
London
ON
Canada
N6G 4X8

Phone: 519.858.5185

Fax: 519.858.5077

The Stiller Centre for Technology Commercialization

Connections and Capital

The Stiller Centre forges relationships throughout the technology and business sectors. Tenants have the benefit of our connections the day they move in.

The Stiller Centre prepares tenants for presentation and access to angel investors through established networks and we help prepare clients for venture capital.

Business of Science

Tenants can focus on the business of science. We take care of the business of day to day. We provide a staff of professionals that run the daily operations at the Stiller Centre. Our staff provides service to tenants as well as facility maintenance. Most items which any business uses on a day to day basis are provided.

Bottom Line

We offer a service program that is all about helping small and medium sized companies to find research support resources at a variable cost. We negotiate service agreements with our Partners on behalf of our tenants. (Lawson Health Research Institute, Robarts Research Institute, the University of Western Ontario and the City of London)

The Stiller Centre

700 Collip Circle
UWO Research Park
London, ON N6G 4X8
Canada
phone: 519.858.5050
fax: 519.858.5142

Venture London Business Competition

Venture London (VL) is a business plan competition celebrating the thriving entrepreneurial culture in our city.

With two prizes to be won, judging takes place over two rounds, with the winners to be announced February 10, 2009 at the Venture London Awards Celebration.

Small companies and a vibrant business community are vital to our local economy. London is committed to creating a supportive environment, one that helps enterprise, creativity and innovation to flourish. To accomplish this goal, the London Economic Development Corporation, Small Business Centre, The Stiller Centre and TechAlliance work collaboratively to deliver various economic development initiatives in a number of business sectors.

Nancy Kopriva
T: 519.659.2882 ext.234
E: nkopriva@sbcentre.ca

b) Community Arts Groups:**ARCCO/Artist Run Centres and Collectives of Ontario:**

388 Dundas Street
205
London,
N6B 1V7

Web Address: www.arcco.ca

ARTLAB Gallery

1151 Richmond Street, University of Western Ontario, John Labatt Visual Arts Centre, Perth Drive
London,
N6A 5B7

Telephone: (519) 661-2111 ext. 85855

Email: artlab@uwo.ca
Web Address: www.uwo.ca/visarts/

Agape Foundation of London

The purpose of The Agape Foundation of London is to assist in the development of the London area community through grants and special awards to non-profit, charitable groups concerned with education, the arts, recreation, social services, health and the environment. The Agape foundation of London makes grants for start up costs both capital and operating to new organizations intending to provide services of facilities that respond to a documented need in the community

Fax: 519-472-8331
Telephone: 519-472-8463
Email: info@agapelondon.ca

Arbitrary Angle

A local non-professional theatre company specializing in original scripts and recent Canadian plays.

155 Duchess Avenue
London,
N6C 1N8

Email: krisak@thelyceum.ca
Telephone: 519-433-7735

Artisans London

Artisans London is a not for profit umbrella organization whose members include; The London Potters Guild, Forest City Decorative Artists, Miniature Enthusiasts, Canadian Embroiderers Guild, Diane's Scrapbooking, and the "KIDS DO ART" program. For more information about our member groups or the programs/classes offered, please visit: <http://www.artisanslondon.org/>

1731 Churchill Ave
London,
N5W 5P4

Telephone: 519-661-4431.

Better Tomorrow Productions

Better Tomorrow was launched in 2005 by local independent filmmaker Matthew MacCallum. A full service film and video production company, BTP has the talent and technical proficiency to tell a story in any genre, regardless of the size or budget of the project.

1041 Florence Ave., London, Ontario N5W1H2

Email: bettertomorrowproductions@gmail.com

Brick Books

Writing & Publishing - Brick Books publishes books of poetry by Canadian authors. It was founded in 1975 by Stan Dragland and Don McKay. Visit our website at www.brickbooks.ca

Telephone: 519-657-8579

BlueWave Media

BlueWave Media is an innovative media firm located in Ontario, Canada. Embracing new technology, it specializes in small business marketing consulting, seminars, marketing analysis, podcast production, weblogs, web, print and media design, corporate identity, branding, search engine optimization (SEO), domain registration, web hosting, mac/apple consulting and training, customer management systems (CMS), innovative marketing and products and digital photography.

900 Pond View Rd

6

London,

N5Z 4L7

Telephone: 1-888-802-6430

Brush and Palette Club

The Brush and Palette Club celebrates its 38th anniversary in 2009. Membership stands at 110 with 6 honorary members. Nine workshops each year are held with qualified guest artists teaching watercolour, oil, pastel, drawing, sculpture. Meetings are held the first Wednesday of the month with interesting guest speakers and demonstrations. The purpose of our club is to provide opportunities to broaden our members artistic skills, to expand the understanding of various aspects of the visual arts, to promote the work of its members in our Spring Art Exhibition and Sale, and to promote visual art in the community by awarding an annual scholarship to high school student(s). Please visit our website at brushandpaletteclub.com

CARFAC Ontario

CARFAC Ontario a professional association and resource for visual and media artists. Founded in 1968, CARFAC (Canadian Artists' Representation/le Front des artistes canadiens) has worked for over three decades on the legal and economic issues facing artists. We believe that artists, like professionals in other fields, should be paid for their work and share equitably in profits from their art practice. The work of CARFAC Ontario is to develop policies, publications and services that assist artists, galleries, curators, art patrons, and other stakeholders in creating an economic climate of benefit to all artists.

401 Richmond Street West, Suite 440

Toronto,

M5V 3A8

Web Address: www.carfacontario.ca

Email: carfacontario@carfacontario.ca

Telephone: Toll Free 1-877-890-8850

Canadian Conference of the Arts

The CCA is a non-partisan, non-profit cultural advocacy organization. We provide a national forum for debate on cultural policy and are the leading national advocate for Canada's artists and cultural institutions and industries. Mission Statement: The CCA is the national forum for the arts and cultural community in Canada.

Email: info@ccarts.ca
Telephone: (613) 238-3561
Web Address: www.ccarts.ca

Canadian Embroiderers' Guild, London

Established in 1971, CEG London is a teaching guild whose purpose is to preserve and foster practises of traditional stitchery as well as contemporary fabric embellishment. It offers classes and workshops to its members in a wide variety of embroidery and fibre art techniques, providing both encouragement and support to those at all levels of experience and skill. Exhibitions at local libraries and an annual Open House in April allow us to share our enthusiasm with the public.

P.O. Box 541, Station B,
London,
N6A 4W8

Web Address: www.ceglondon.com
Email: info@ceglondon.com

Canadian Poetry Association: London

The main aims of the Canadian Poetry Association are: To promote the reading, writing, publishing and preservation of poetry in Canada through the individual efforts of members; To promote communication among poets, publishers and the general public; To encourage leadership and participation from members and to encourage the formation and development of autonomous local chapters.

POB 340 Station B
London,
N6A 4W1

Web Address: <http://www3.sympatico.ca/...>
Email: cpa@sympatico.ca
Telephone: 519-660-0548

City Art Centre

For people with mental health concerns, re-joining the community, particularly after hospitalization, is a daunting process. To support them in their healing and reintegration, London's City Art Centre provides a co-op art studio; gallery and meeting place where mental health consumers can use a full range of art supplies, participate in workshops and join in quality of life discussion groups. The Centre's mandate has three primary objectives: to provide a free and safe place for psychiatric consumers/survivors to express themselves creatively; to provide visual art and writing materials to allow for the expression of this creativity, and to maintain an atmosphere of peer support, fellowship and encouragement. City Art Centre's facilities are open to self-identified consumers of the mental health system who agree to follow the membership agreement. All programs and services are free-of-

charge. Most members work in acrylics, oils, watercolour or pastels on paper or canvas. Other mediums are introduced at special workshops at membership request. A poetry group currently meets on Friday afternoons. A program coordinator is happy to give prospective members a tour and to answer any questions that they might have.

652 Elizabeth St
2nd Floor
Wolseley Barracks
London,
N5Y 4T7

Telephone: 519-433-0991

Chinese Calligraphy and Painting Association of London

The Chinese Calligraphy and Painting Association of London was organized by the J.Z. Art Group (five well-known local artists) in 1986, who recognized a growing interest in the community in Chinese style painting and calligraphy. The main goal is to encourage study, appreciation, research and experimentation in these art forms. The Association conducts painting classes, workshops, lectures, demonstrations and exhibitions. The workshops are free to members. During the past twenty some years, the Association has had various fundraising events and paintings were donated to the Canadian Red Cross, the Chinese Cultural Centre and the McIntosh Art Gallery of the University of Western Ontario.

c/o London Chinese Cultural Centre
1701 Trafalgar Street
London,
N5W 1X2

Email: londonccpa@hotmail.com

Web Address: <http://groups.msn.com/Lon...>

Cultural Human Resources Council

The Cultural Human Resources Council (CHRC) strives to be at the centre of vision and forward thinking in the area of cultural human resources development. CHRC brings together representatives of arts disciplines and cultural industries in the cultural sector to address the training and career development needs of cultural workers, artists, creators, technical staff, managers and all others engaged professionally in the sector, including the self-employed.

Web Address: www.culturalhrc.ca

Email: info@culturalhrc.ca

Telephone: 1-866-562-1535

Daisy May Publishing

Daisy May Publishing works with those who are interested in learning how to write and illustrate and want to have their books professionally published.

1135 Byron Baseline Rd
London,
N6K 2C7

Web Address: www.daisymay.ca
Email: pauline@daisymay.ca
Telephone: 519-204-6702
Fax: 519-204-6705

Department of Visual Arts at the University of Western Ontario

Visual Arts Department is an exciting environment in which the study and practices of art history, theory, and studio combine in a unique and dynamic way. Our first-rate facility includes large and small computer labs, photography and printmaking areas, a purpose-built gallery, and bright, open workshop and studio areas.

Perth Drive
John Labatt Visual Arts Centre
London,
N6A 5B8

Email: artlab@uwo.ca
Telephone: (519) 661-3440
Fax: (519) 661-2020
Web Address: www.uwo.ca/visarts

Don Wright Faculty of Music, University of Western Ontario

The Don Wright Faculty of Music offers our students an extraordinary music education at one of Canada's most prestigious and picturesque university campuses. Nationally recognized scholars, composers, administrators, teachers and performers leaders in Canadian music engage students in a learning environment equaled by very few institutions. The Faculty offers a broad range of programs (undergraduate, graduate, diploma and certificate), a challenging learning experience, a collegial atmosphere, and outstanding facilities, including one of North America's top music libraries. With more than 550 undergraduate students, 85 graduate students and more than 80 teachers, the Faculty is small enough to foster the development of close-working relationships with professors and colleagues, yet large enough to support a full symphony orchestra, fully staged opera and musical theatre productions, prize-winning choirs and a top-notch wind band program. We produce more than 300 concerts each year, most of which are free and open to the public.

1151 Richmond Street
London,
N6A 3K7

Web Address: www.music.uwo.ca
Email: music@uwo.ca
Telephone: 519-661-2043

Diggersden Press

Visual and literary arts. Small press publishing. Co-publisher, A.J.M. Trowell.

105 Walnut Street
London,
N6H 1C3

Telephone: (519) 438-4717

Dorchester Artists' Network

The Dorchester Artists' Network is a group of twenty one artists that meet monthly with the goal of increasing the awareness of the visual arts in the Dorchester-Belmont area. The group was founded twelve years ago and has up until this year put on one annual show each fall. This year we are adding a Spring Show and Sale to our season as well as two art in the park events.

Email: dryadfound@hotmail.com

Email: littlebirdis@rogers.com

Fanshawe College Fine Arts

Visual Arts - An energetic arts education program is offered by the college which includes exposure to drawing, painting (all media) 3-dimensional work with an open ended approach. Art history and academic programs are strongly represented.

Fanshawe College
1460 Oxford St. E.
London, Ontario
N5Y 2R6

Telephone: 519-452-4162

Fax: 519-452-4226

Email: tmcaulay@fanshawec.ca

Web Address: www.fanshawec.ca

Fanshawe College Theatre Arts Program

The two year theatre program at Fanshawe College focuses on acting for theatre and film and may result in a Ontario College Diploma. During the two years, students study acting for stage and screen, movement, Alexander technique, voice, theatre history, business of acting as well as required academic courses. Students in the program present their work at various times of the year and the school produces two graduating shows in March/April.

355 Wellington Street
114 Galleria Mall
London, Ontario N6A 3N7

Email: jdolan@fanshawec.ca

Telephone: 519.434.2756 ext. 231

FACTOR

As a private non-profit organization, FACTOR is dedicated to providing assistance toward the growth and development of the Canadian independent recording industry. The foundation administers the voluntary contributions from sponsoring radio broadcasters as well as two components of the Department of Canadian Heritage's newly formed Canada Music Fund Council's programs to support the Canadian music industry.

30 Commercial Rd
Toronto,
M4G 1Z4

Web Address: www.factor.ca
Email: factor@factor.ca
Telephone: (416) 351-1361

Fanshawe College - Continuing Education

Continuing Education, Fanshawe College responds to the challenge of meeting the needs of our adult learners offering opportunities for professional development, personal development and personal enrichment for young, old and everyone in between. We offer a Creative Arts Certificate Program as well as various watercolour, acrylic, drawing courses; pottery; dance; photography; crafts; etc. etc. For specific course information and for suggestions of courses, please contact Maureen Korhonen at 519-452-4430 x 4510 or email mkorhonen@fanshawec.ca.

1460 Oxford Street East
Room A1037
London,
N5Y5R6

Email: mkorhonen@fanshawec.ca
Fax: 519-452-1343
Telephone: 519-452-4441
Telephone: 519-452-4439
Web Address: www.fanshawec.ca/ce

Fanshawe College Music Industry Arts Program

The Music Industry Arts program educates students in all relevant aspects of the contemporary audio industry. The program prepares highly driven, focused graduates and promotes the professional attitude required to function in the musical, technical and commercial areas of Audio Production Engineering, Audio Post Production and Business.

1001 Fanshawe College Blvd.
London,
N5Y 5R6

Email: smalison@fanshawec.ca
Telephone: 519-452-4430 ext. 4096
Web Address: <http://fanshawec.ca/en/MI...>
Web Address: <http://fanshawec.ca/en/AP...>

London Arts Council

The London Arts Council is dedicated to enhancing the quality of life and the creative vitality of London by nurturing awareness of, involvement in, and commitment to, excellence of all levels of Arts and Culture, through programs and services that provide informational, educational, consulting and networking opportunities to Londoners, visitors, and the arts community.

251 Dundas Street
London,
N6A 6H9

Telephone: 519.439.0013
Fax: 519.439.0021
Email: info@londonarts.ca
Web Address: www.londonarts.ca

Lambeth Art Association

Lambeth Art Association is a group of one hundred artists who work in watercolour, oil and acrylic medium. Meetings are held monthly with an annual Art Show and Sale in April.

London District Weavers & Spinners

Arts & Crafts - The organization conducts classes and workshops in weaving, spinning, dyeing and related activities.

654 Wonderland Rd. N
Hutton House
London, Ontario
N6H 3E5

Email: ldws@start.ca
Web Address: www.ldws.ca

London Musicians Association

Music/Other - The London Musicians Association (Local 279, Canadian division of American Federation of Musicians) chartered in 1903 is one of the city's oldest arts organizations and has a membership of 500 professional musicians. It provides a free booking referral service and provides all genres of live music for all occasions.

Telephone: 519-685-2540
Email: admin@londonmusicians.com

London Community Foundation

LCF makes grants to registered charities in London and Middlesex County. We cannot make grants to individuals. The annual Small Grants program funds projects that support and encourage the growth and sustained presence of arts, cultural and heritage activities in London and Middlesex County.

Telephone: 519-667-1600
Email: cjoyes@lcf.on.ca
Fax: 519-667-1615
Web Address: www.lcf.on.ca

London Fringe Festival

A ten-day multi-disciplinary arts Festival in downtown London. The London Fringe will showcase 42 performing companies, 30 visual artists, 20 films, and 30 poets and writers. A complete program is available. Ticket prices range from pay-what-you-can to a maximum of \$9.00

476 Richmond Street
London,
N6A 3E6

Telephone: 519-434-0606
Email: info@londonfringe.ca
Web Address: www.londonfringe.ca

London Writers' Society

The London Writers' Society is a newly formed group offering information, support, community, and literary exposure for London Ontario area writers at all levels of experience.

Email: lws@londonwriters.ca
Telephone: 519-438-9055
Web Address: <http://www.londonwriters....>

London Potters Guild

The London Potters Guild is a group of potters who meet monthly and provide a range of activities for over 100 members. Founded in 1981, the Guild was formed to encourage the growth and development of potters as well as to generate an appreciation for pottery in our community.

1731 Churchill Avenue
London,
N5W 5P4

Telephone: (519) 661-4431
Email: lpg@londonpottersguild.org
Web Address: www.londonpottersguild.or...

Muslim Expressions

A non-profit group supporting Muslim Artists. Our first event is going to focus on female Muslim artists in London.

362- 366 Oxford St. E
London,
N6A 1V7

Email: muslimexpressions@gmail.com

Telephone: 519-913-0708 Exhibition Info

Open House Arts Collective

Open House Arts Collective are a group of musicians and artists based out of London, Ontario, working together to motivate, support, and inspire our arts community. Oh! organizes local music and art shows in traditional and nontraditional spaces.

Web Address: [www.openhouseartscollecti..](http://www.openhouseartscollective.com)

Web Address: www.myspace.com/openhouse...

Email: contact@openhouseartscollective.com

Pendas Productions

Pendas Productions is a small publishing company that specializes in hand-made books of exceptional poetry, often in combination with CDs.

525 Canterbury Road
London,
N6G2N5

Telephone: 519 4348555

Web Address: <http://mytown.ca/twelfth/>

Web Address: <http://mytown.ca/pendas/>

Email: stairs@stairs.on.ca

Email: Pendas@pennkemp.ca

Pillar Nonprofit Network

Pillar Nonprofit Network supports nonprofit organizations in fulfilling their missions in London and area. We provide leadership, advocacy, and support to the nonprofit sector through the promotion of volunteerism, professional development, networking, and information.

251 Dundas Street, London, Ontario N6A 6H9

Telephone: 519-433-7876

Fax: 519-435-0227

Email: support@pillarnonprofit.ca

Web Address: www.pillarnonprofit.ca

Pretty In Ink Printmaking Studio

Pretty In Ink Printmaking Studio is London's only open fine art printmaking studio. We strive to increase public awareness and interest in the print medium by providing a professional non-toxic environment in which to create prints. The Pretty In Ink Gallery is committed to supporting local print artists, and emerging artists in all mediums, as well as revitalizing arts and culture in the downtown area.

118 Dundas St
2nd Floor
London,
N6A 1G1

Telephone: 519.907.0292
Email: prettyinink@london.com

Proverbial Northern Enterprises

Proverbial Northern is a company committed to seeing London through to a true world-class city by promoting cultural, technological, and creative change.

Email: andrew.moffit@proverbialnorthern.com

Rocket Copy Writing Services

Rocket Copy Writing Services crafts and polishes print and web marketing content that compels prospects to act on what they read. For projects ranging from advertising copy to novels, Rocket Copy offers a full catalogue of copywriting, technical writing and professional editing and proofreading services.

Web Address: www.rocketcopy.ca
Email: info@rocketcopy.ca
Telephone: 519-854-2679
Telephone: 1-888-806-2679

Studio Celtia

Arts & Crafts - this organization is an original arts and crafts body in the Celtic tradition, based on styles of the Middle Ages and later. It has one-of-a-kind reproductions of arms and armour, musical instruments, as well as calligraphy, drawings, embroidery, jewellery, metal work, paintings, sewing, weaving, woodwork, and woodcarving. lessons in Celtic dance, language and music are also offered.

Email: support@sidherring.com
Web Address: www.sidherring.com
Telephone: 519-642-1499

Soho Artist Group

A group of artists/performers of various mediums that are located in the neighbourhoods south of Horton St in London. Non-profit group.
306 Simcoe St
London,
N6B-1J6

The ARTS Project

The ARTS Project is a charitable organization dedicated to encouraging, aiding, and promoting artists and arts groups in the London area by providing opportunities where they can work, share information, learn new skills, exhibit and perform their art.

203 Dundas Street
London,
N6A 1G4

Web Address: www.artsproject.ca
Email: info@artsproject.ca
Telephone: (519) 642-2767

The Art Exchange

The Art Exchange is an original art gallery and framing centre. Local and area original art, by a wide variety of artists are featured through monthly exhibitions. Check our website for more details of upcoming events. www.theartexchange.ca

247 Wortley Rd.
London,
N6C 3P9

Email: theartexchange@rogers.com

The Council for Business and the Arts in Canada

The Council for Business and the Arts in Canada (CBAC) is the national association of business leaders who support the arts. CBACs purpose is to increase private sector support of the arts - and to help make partnerships between the private sector and the arts more effective.

Web Address: www.businessforarts.org
Email: info@businessforarts.org
Telephone: (416) 869-3016

The London Videography Club

The London Videography Club was established in 1992 as a meeting place for amateur and professional videographers interested in improving their production and keeping abreast of the rapidly changing technology in this field.

Web Address: <http://ca.geocities.com/s...>
Email: speechley8505@rogers.com

The Western Centre for Continuing Studies Creative Writing Program- Working Writers Series

London Literary Community- Working Writers Series Panel discussions, readings, seminars and workshops bring the literary life to the community. From fiction and poetry readings to professional writers talking tips of the trade, these events offer insight, inspiration, instruction and networking possibilities to all level of writer.

355 Wellington St.
Galleria London #240
Downtown Campus
London,
N6A 3N7

Web Address: www.uwo.ca/cstudies
Telephone: 519-661-3658
Fax: 519-661-3799
Email: cstudies@uwo.ca
Email: Coordinator- jkalinsk@uwo.ca

Wizdom Music Academy

317 Boler Road
N6K 2K3
London, ON

519-471-4505

Youth Opportunities Unlimited

Since 1982, Youth Opportunities Unlimited has provided transition, career development, and enterprise services to local youth. We provide a caring and active place where all youth are engaged in learning and creating opportunities to build their future.

141 Dundas Street, Second Floor, London, Ontario N6A 1G3
info@you.on.ca | 519.432.1112
